

PROVO CITY CLASSIFICATION SPECIFICATION	
Title: Justice Court Traffic Clerk	Job Code: 4164
Date: October 10, 2017	EEO Code: PP
FLSA Designation: Non-Exempt	Civil Service Status: Covered (UC)

DEFINITION: This is responsible and comprehensive work in conflict resolution dealing directly with citizens, court personnel, City departments, and other agencies.

CLASSIFICATION STANDARDS: Positions assigned to this classification are responsible to the Justice Court Administrator and perform all assigned duties under general direction. This work is distinguished by its responsibility to represent the Justice Court by applying established guidelines in traffic and misdemeanor cases.

ESSENTIAL DUTIES: Represent the Justice Court on traffic and misdemeanor cases to possibly resolve cases without a hearing with the Justice Court Judge; interact with the public in reviewing cases; independently evaluate the merits of each case and determine appropriate action within established guidelines, including possible reduction of fines, community service, traffic school, establishing payment schedules, and other actions; set hearings before the Justice Court Judge on cases that cannot be resolved through options allowed on established guidelines; track case status to determine compliance with court orders.

Ensure that case status is accurately and timely communicated to all involved parties and agencies, including the final results and determined course of action; prepare various reports and records on case status and activities; respond to questions from the public concerning cases maintained at the Justice Court; assist with internal control accounting policies; may assist with other court functions; perform other related duties as required.

MINIMUM REQUIREMENTS: Equivalent to a high school diploma and four (4) years of experience performing high-level clerical support to a large program, preferably in a court or legal environment **OR** an equivalent combination of job-related education, training, and/or experience [substituting each one (1) year of post-secondary education/training for six (6) months of experience].


License(s)/Certificate(s): A valid, lawful Driver's License is required.

SELECTION FACTORS: **Knowledge of:** related laws, codes, rules, and regulations governing functions of the position; policies and procedures established for the work system; the operations, functions, and terminology common to the work; basic English composition, spelling, and grammar. **Skill in:** gathering and analyzing data from all sources; peacefully resolving disputes; operating modern office equipment and multiple computer applications and programs including spreadsheets and word processing; practicing trust-building behaviors. **Ability to:** analyze problems, identify the basic elements and coordinate solution procedures; quickly and accurately perform work; deal with the public in a pleasant, courteous, and calm manner in all circumstances; communicate effectively both verbally and in writing; evaluate programs and procedures and exercise independent judgment when making determinations; organize assigned work and develop effective work methods; prepare clear, concise, accurate, and informative reports; perform duties in a manner that demonstrates respect, integrity, courtesy, and kindness towards fellow workers, customers, and the general public; demonstrate a high level of commitment to the principles of positive customer service.

TOOLS AND EQUIPMENT USED: Computer terminal, word processing and spreadsheet software, basic office equipment, motor vehicle as needed.

PHYSICAL DEMANDS: Requires regularly sitting at a desk or table for extended periods of time maintaining concentrated attention to detail.

ENVIRONMENTAL FACTORS: Work is inside with little or no occupational hazards present. Includes exposure to high stress situations, including contact with the public and others in emotionally charged, confrontational, or uncomfortable circumstances.



Department Director

10/10/17
Date



Mayor/Chief Administrative Officer

10/10/17
Date

NOTE: The above statements describe the general nature and level of work being performed by the person(s) assigned to this classification. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. Class specifications are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, change, or delete any and all provisions of this classification at any time as needed without notice. Reasonable accommodations may be made for otherwise qualified individuals who require and request such accommodation. This class specification supersedes earlier version.