



FRANKLIN COUNTY MUNICIPAL COURT
375 South High St.
Columbus, Ohio 43215-4520
(614) 645-8214
Employment Opportunity

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| JOB TITLE: | Administrative Specialist |
| DEPARTMENT: | Pretrial and Probation Services |
| REPORTS TO: | Support Unit Supervisor |
| FLSA: | Non-Exempt |
| PAY GRADE: | 4 |
| STARTING SALARY: | \$26.45/hour (\$55,016.00/year) |
| HOURS: | Monday through Friday, 8 a.m. to 5 p.m. or as assigned |
| POSTED: | April 10, 2023 |
| DEADLINE: | April 24, 2023 |

JOB PURPOSE AND OVERVIEW

The Franklin County Municipal Court is one of the largest and busiest municipal courts in Ohio. The Court has 14 judges in its General Division and one judge in its Environmental Division. Judges preside over civil, criminal and traffic cases, and conduct both jury and non-jury trials. The Pretrial and Probation Services Department consists of approximately 100 employees. The mission of Pretrial Services is to promote community safety and pretrial success through research informed recommendations, and supervision services that maximize court appearance, remove barriers to fair and efficient justice, and promote harm reduction. The mission of Probation Services is to promote community safety by reducing recidivism, changing offender behavior, and fostering accountability through the effective use of evidence-based practices. The department consists of divisions used for pretrial, investigations and supervision services. Supervision structures are determined by risk and need and include all types of cases that are referred by the judges of the Court. Staff operates specialized caseloads including domestic violence, sexual offenses, soliciting, mental health, work release and electronic monitoring. The probation staff strives to stay current and relevant with the ongoing goal of being an evidence-based organization.

An Administrative Specialist is under the general direction of the Chief Probation Officer and the immediate direction of the Intake & Investigations Supervisor. An Administrative Specialist primary role is to provide quality customer service to the public and efficient administrative service to the Court. An Administrative Specialist role is essential in daily operations of the department, and for bridging the gap between the public and the Courts employees being the first point of contact to Pretrial and Probation Services which is the largest department in the Franklin County Municipal Court.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES OF THE POSITION

- Promote, model, and abide by the Vision, Mission, policies, and procedures of the Probation Department
- Maintain accurate, current, and thorough documentation and records
- Contribute to a strong, supportive, and productive team environment
- Assist in administrative functions that include coordinating and directing the public
- Assist with the reporting, collection, and analysis of data
- Maintain confidentiality of the Court and Probation Department information
- Greet and interact with the public including Judges, attorneys, clients, and community partners in pleasant and professional manner

- Manage a large volume of inbound and outbound calls
- Ability to identify customer needs, research issues, and provide solutions
- Maintain sensitive and confidential information of the Court and Probation Department
- Possess strong organizational skills
- Ability to work well under pressure
- Ability to check in appointments and determine course of action required to assist the client
- Assist with answering and directing phone calls and questions from visitors
- Maintain electronic and manual filing systems as well as administrative logs
- Conduct reports and enter data in various Court Management Systems.
- Assist with receiving, sorting, and distributing the mail
- Maintain an accurate inventory and order necessary office supplies
- Conduct in-person and over-the-phone interviews and gather accurate information
- Assist with creating and organizing case information for probation officers
- Assign cases according to assignment protocols
- Assist with case-related appointments and assessments for probation officers as needed
- Run and interpret confidential criminal history records and reports
- Complete defendant risk and needs screening tools as needed
- Gather and interpret pertinent case-related information
- Perform other tasks as assigned and may fulfill roles of other positions in other departments of the Court as needed

QUALIFICATIONS AND REQUIREMENTS

- High School diploma required
- Proficiency in operating a personal computer and using, or being able to learn, Microsoft Office products such as Word, Outlook and Excel, and the Court's case-management software
- Ability to adapt, remain flexible, and open to change
- Demonstrate dependability and reliability
- Ability to maintain sensitive and confidential information
- Excellent time management and ability to multi-task and prioritize work to perform effectively in high volume, fast-paced environment
- Ability to appropriately receive and follow supervisory feedback, coaching and direction
- Strong organizational and communication skills
- Must be reliability
- Meet required eligibility and pass tests required to become certified to use Law Enforcement Automated Data Systems, National Crime Information Center, Bureau of Criminal Identification and Investigation, Federal Bureau of Investigation, and Interstate Identification Information Systems computer information systems
- Pleasant personality, ability to deal with potentially difficult people, able to interact and maintain effective working relationships with judges, employees, attorneys, litigants, law-enforcement officers, and others conducting business with the Court
- Conscious of and sensitive to the diversity within the Court's jurisdiction, and ability to interact professionally with this diverse population of people from many different geographic, socioeconomic, religious, racial, and ethnic backgrounds on a regular basis
- Professional appearance and demeanor, particularly a positive attitude appropriate for the position and the work environment as a representative of the Court
- Demonstrate dependability, punctuality, and an excellent attendance record
- Ability to work collaboratively and proactively identify needs within the team without prompting

- Proficiency in the operation of office equipment such as a personal computer, keyboard, transcription equipment, multiline phones, scanner, copier, and fax machine

PHYSICAL REQUIREMENTS

- Position requires frequent sitting with intermittent periods of standing and/or walking
- Must be able to occasionally lift up to 20 pounds

BENEFITS

The Franklin County Municipal Court offers an excellent benefits package that includes health, prescription, vision, dental and life insurance; short-term disability; generous vacation, sick and personal leave; 11 paid holidays; longevity-service payments; sick-leave reciprocity; employee-assistance program; deferred-compensation program; tuition reimbursement; credit-union membership; supplemental benefits including accident and critical-illness insurance; and affordable legal and identity-theft-protection services.

All court employees are members of the Ohio Public Employees Retirement System, which provides retirement, disability, and survivor benefits for public employees. All full-time employees contribute to OPERS by paying the required employee share, which is 10 percent of their salary. The court pays the required employer's share of 14 percent of an employee's salary. Court employees are members of OPERS and therefore do not have any Social Security taxes withheld from their paychecks.

APPLICATION PROCESS

Completed applications, resume and cover letter describing with some specificity how the applicant's qualifications match those required for the position may be returned by electronic or hard copy submission by the posted deadline. Resumes, personal statements, letters of reference, or any other pertinent information should be included with, but not substituted for, the application. Application information and instructions can be found online at www.franklincountymunicipalcourt.org/employment. You will receive an email response once the submission has been received. If a response is not received within 24 hours, please contact us. It is the applicant's responsibility to ensure his or her application has been successfully transmitted and received by the Court.

Applicants invited for interviews will be contacted directly by the Court's Human Resources Assistant. As a part of the selection process, candidates may be required to perform skills tests that could include exercises to test their writing ability, understanding of court systems, knowledge of legal terminology and procedures, and knowledge of the Franklin County Municipal Court. The candidate selected will be required to undergo a criminal-record check. Applicants are encouraged not to call or contact the Human Resources Director or any Court employee concerning their applications.

COURT EXPECTATIONS OF EMPLOYEE

The court expects the employee will adhere to all court policies, guidelines, practices, and procedures in completing the duties and responsibilities of the position; act as a role model both inside and outside the court; perform duties as workload necessitates in a timely, accurate and thorough manner and be conscientious about meeting department productivity standards; and communicate regularly with supervisor about department issues.

AT-WILL EMPLOYMENT AND EQUAL-OPPORTUNITY EMPLOYER

Employees of the court are at-will employees and serve at the pleasure of the court; they are not in the classified civil-service system and are not members of bargaining units. The court is an equal-opportunity employer and does not discriminate based on age, gender, religion, race, color, national origin, ancestry, sexual orientation, disability, military status, or genetic information.

