



Program Assistant

Class Code:
4875

Bargaining Unit: Service Employees International Union

SUPERIOR COURT OF CALIFORNIA, COUNTY OF ALAMEDA
Established Date: Apr 1, 1994
Revision Date: Jan 28, 2009

SALARY RANGE

SEE SALARY SCHEDULE

JOB DESCRIPTION:

JOB DEFINITION

Under general supervision, to perform administrative and specialized clerical work in support of the Family Court Services; and to perform other related duties as assigned.

DISTINGUISHING FEATURES

This is the journey-level classification in the Program Assistant class series that provides administrative and specialized clerical support in family, juvenile or civil court proceedings. The position is assigned in the Families and Children's Services Bureau and reports to the Administrative Services Supervisor. This class is distinguished from the higher-level class of Senior Program Assistant in that the latter serves as a lead worker in the Administrative Support Unit within the Families and Children's Services Bureau and performs complex, technical, administrative and specialized clerical work.

EXAMPLES OF DUTIES:

Note: The following are duties performed by employees in this classification. However, employees may perform other related duties at an equivalent level. Each individual in this classification does not necessarily perform all listed duties.

1. Conducts intake and screening interviews in person or over the phone with litigants seeking court services; completes intake forms; determines the need for interpreter services; notifies counselor/mediator of the need and makes arrangements for interpreter services; inputs information into the database; verifies court dates and identifies cases requiring special attention.
2. Creates and purges case folders; maintains electronic and hard copy case filing systems; files court reports using advanced features of word processing and database software; maintains and updates client databases; and delivers reports and case files to court.

3. Coordinates and schedules meetings and appointments; notifies clients of appointment; schedules clients for parenting or orientation classes; and generates daily calendars and schedules of mediators for positing in the office.
4. Provides wide range of information and referral services via telephone, e-mail and/or in-person based on the needs of the clients and available services through various Court programs, county agencies and community resources; provides information regarding case status and legal filing procedures; and assists in completion of court forms.
5. Prepares and mails business correspondence; sorts, screens and distributes interoffice and incoming mail; types and generates periodic reports and statistical summaries; receives and distributes electronic mail, including documents sent via fax.
6. Assists and responds to clients inquiries; relays messages to mediators/counselors from clients, staff or the public; handles emergency calls and refers to appropriate County agency or mediator; and processes walk-in appointments.
7. Processes procurement and billing invoices; initiates work orders for building or equipment maintenance and supplies; completes travel claims and processes reimbursement requests.
8. Conducts case research, including background check on parties involved in the case and case history; retrieves related case folders; prints and/or pulls pertinent information for review by counselor/mediator.
9. Operates a variety of modern office equipment, including copier, fax machine, calculator and personal computer.
10. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS:

Education:

Possession of Associate of Arts degree from an accredited college or university in social or behavioral science, education, law or related field is desirable. Additional legal clerical, administrative or legal support experience in a court or legal environment that included heavy interaction with the public may substitute for the education on a year-for-year basis.

And

Experience:

The equivalent to two years of full-time legal clerical, administrative or legal support experience in a court or legal environment that included heavy interaction with the public.

KNOWLEDGE AND ABILITIES:

Knowledge of legal terminology; judicial administration and support services; legal office procedures, court policies and rules; practices related to family, juvenile and/or civil law matters; court and community resources for client referrals; modern office equipment, including personal computers, keyboard and mouse. fax machine and copier; word processing software and electronic database management; conflict resolution techniques; public information contact techniques; correct English usage, punctuation, spelling and grammar.

Ability to communicate emphatically, neutrally and clearly with individuals of diverse socio-economic, cultural and ethnic backgrounds, including the disabled; assess client informational and/or basic assistance needs; make appropriate referrals to other agencies; explain court procedures and processes; establish and maintain effective working relationships with judges, attorneys, staff, clients and the public; prepare a variety of correspondence, documents case files, statistical data and reports; proofread and edit documents, forms and other related materials to ensure accuracy and completeness of information; communicate effectively orally and in writing; maintain confidentiality; exercise discretion and sound judgment; work independently or collaboratively with others; operate modern office equipment and personal computers, and use specified computer applications, including word processing and spreadsheets as applicable.

CLASSIFICATION HISTORY:

Date established: 4/94

Dates revised: 4/98; 3/23/05

ST/RT: rt