

POSTING IS REQUIRED

Classification Notice No. 1320

To: Agency Heads and Employees
From: Jeff Dolan, Career Service Executive Personnel Director
Date: February 4, 2010
Subject: Proposed Change to the Classification and Pay Plan

The proposed change amends the Classification and Pay Plan by changing the pay grades of Judicial Assistant I from 612-C to 613-C, Judicial Assistant II from 614-C to 615-C, Motor Vehicle Technician I from 613-C to 614-C, Motor Vehicle Technician II from 614-C to 615-C and Licensing Technician from 614-C to 615-C.

Career Service Authority was asked to review the pay for the Judicial Assistant I and II based on changes to the pay grades for other clerical/technical classifications in the Clerical occupational group. Specifically, the changes involved classifications that the Judicial Assistant I and II are tied to, through internal relationships. Prior to analyzing the pay for the Judicial Assistant I and II, a review was conducted of the class specification.

The Judicial Assistant I and II were created in spring 2008, and at the commencement of the pay analysis, the classes had been in use for approximately one year. The class specification review would determine if any adjustments were needed to the Judicial Assistant I and II (specifically to the essential duties and minimum qualifications) based on how the classes were actually being used. Interviews with a selection of employees, supervisors, and managers from each division within County Court were conducted. Revisions were made to the class specifications based on feedback received from County Court staff during these interviews. Specifically, changes were made to the existing Essential Duties for the Judicial Assistant II to better describe the variety of work performed by incumbents and to the Judicial Assistant I to better describe the "training" aspect of the classification. Based on these changes, the Judicial Assistant I and II will no longer meet the criteria for a progressive class series (as defined in Career Service Rule 7-34F).

**REVISED CLASS SPECIFICATIONS INCLUDING
PAY GRADE CHANGES**

<u>Job Code</u>	<u>Classification Title</u>	<u>Current Pay Grade & Range</u>	<u>Proposed Pay Grade & Range</u>
CC2315	Judicial Assistant I	612-C (\$31,573 - \$46,117)	613-C (\$33,015 to \$48,225)
CC2316	Judicial Assistant II	614-C (\$34,518 to \$50,431)	615-C (\$36,093 to \$52,734)

PAY GRADE CHANGES ONLY

<u>Job Code</u>	<u>Classification Title</u>	<u>Current Pay Grade & Range</u>	<u>Proposed Pay Grade & Range</u>
CC2349	Motor Vehicle Technician I	613-C (\$33,015 to \$48,225)	614-C (\$34,518 to \$50,431)
CC2350	Motor Vehicle Technician II	614-C (\$34,518 to \$50,431)	615-C (\$36,093 to \$52,734)
CC2353	Licensing Technician	614-C (\$34,518 to \$50,431)	615-C (\$36,093 to \$52,734)

Per Career Service Rule 7-37 A – "If it is determined, as a result of an audit or maintenance study, that changes to the classification and pay plan are necessary, the effective date of any resulting re-allocations shall be the beginning of the first work week following approval by the Board."

The Career Service Executive Personnel Director shall provide those appointing authorities who are affected with a draft of proposed changes in the plan, and notice shall be posted on appropriate bulletin boards at least thirteen calendar days from the date of this notice.

Public Notice of Changes:

The scheduled time for the public hearing is **Thursday, February 18, 2010 at 9:15 a.m.** in the CSA Board Room, Room 4.F.6, Webb Municipal Building, 201 West Colfax Avenue.

Note: Please submit any questions or comments on this proposal in writing to Bruce Backer bruce.backer@denvergov.org, Career Service Authority, in care of Alena Martinez alena.martinez@denvergov.org by 8:00 a.m. on **Wednesday February 17, 2010**. Please include a contact name and phone number so that we may respond directly.

If anyone wishes to be heard by the Board on this item, please call Leon Duran leon.duran@denvergov.org at (720) 913-5168 no later than noon on **Tuesday February 16, 2010**.



Career Service Authority

Judicial Assistant I

Page 1 of 4

GENERAL STATEMENT OF CLASS DUTIES

Performs entry level clerical/technical office support work processing civil filings; adult, juvenile, or criminal state statute and ordinance violations; probation referrals; and traffic/parking summonses. Coordinates and purges cases in cooperation with the City Attorney's Office, District Attorney's Office and court division staff.

DISTINGUISHING CHARACTERISTICS

The Judicial Assistant I is distinguished from the *Judicial Assistant II*, which performs full performance, independent, court specific, technical clerical work facilitating information, procedures and policies enforced by the courts; prepares legal documents, manages files and interacts with defendants, general public, and others as it relates to judicial processes and procedures; performs customer service, data entry, file maintenance, quality control and ensures compliance with court policies, practices, rules of procedure, statutes and ordinances. The Judicial Assistant I is also distinguished from the *Administrative Support Assistant IV (ASA IV)*, which performs specialized and/or technical office support in an occupational specialty area not specific to the judicial system.

Guidelines, Difficulty and Decision Making Level:

Procedures, methods, and techniques to be used are well established with options to be considered well defined. Tools, work aids, and materials to be used are specified. Work steps are demonstrated or made clear by straightforward oral instructions.

Duties assigned are primarily routine, repetitive, and restricted in intricacy with little or no discretion in how they are carried out.

Level of Supervision Received and Quality Review:

Under close supervision, the employee receives training to develop skills and abilities in a specific line of work or general occupational area. Work product is subject to close, continuous inspection.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered, or presented and some degree of discretion and judgment are required within the parameters of the job function

Level of Supervision Exercised:

None

ESSENTIAL DUTIES

Under close supervision, processes civil filings; adult, juvenile, or criminal state statute and ordinance violations; probation referrals; and traffic/parking summonses, which involves: reviewing, approving or rejecting sensitive/confidential judicial information and determining appropriate services and actions within a defined scope.

Receives on-the-job training for the assigned court division on judicial processes and procedures; applicable legal documents, forms, and applications, which includes how to review and evaluate the paperwork and prepare responses; and the judicial case management system, which includes data entry and case file maintenance techniques.

Attends training sessions to learn Denver Revised Municipal Code, Denver City Charter, and state laws applicable to County Court; judicial processes and procedures utilized within the assigned court division; and applicable legal documents, form, and applications processed by the assigned court division.

Explains regulations, policies, and procedures to internal/external customers based on knowledge of a specialized area within a defined scope.

Maintains court records; certifies and seals court documents; coordinates and purges case files in cooperation with City Attorney's Office, District Attorney's Office, and court division staff.

Answers phone calls daily, providing information to customers; screens telephone calls, transfers calls, takes messages, and returns phone calls as necessary; schedules appointments and meetings for court staff members.

Responds to requests for information and record searches from law enforcement agencies; performs background checks, including criminal history checks, and requests driving histories from Department of Motor Vehicle.

Utilizes a computer to input information/data and to create, edit, compile, manipulate, and retrieve files and/or databases and creates reports.

Performs other related duties as assigned.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

MINIMUM QUALIFICATIONS

Competencies, Knowledge & Skills:

Integrity/Honesty – Displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; chooses an ethical course of action; is trustworthy.

Conscientiousness – Displays a high level of effort and commitment towards performing work; demonstrates responsible behavior.

Customer Service – Works and communicates with clients and customers to satisfy their expectations. Committed to quality services.

Flexibility – Adapts quickly to changes.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation and concern, and politeness to others; relates well to different people from varied backgrounds and different situations.

Listening – Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

Memory – Recalls information that has been presented previously.

Reading – Learns from written material by determining the main idea or essential message. Recognizes correct English grammar, punctuation, and spelling.

Writing – Uses correct English grammar, punctuation, and spelling to communicate thoughts, ideas, information, and messages in writing.

Self-Management – Sets well defined and realistic personal goals, monitors progress and is motivated to achieve; manages own time and deals with stress effectively.

Self-Esteem – Believes in own self-worth, maintains a positive view of self, and displays a professional image.

Speaking – Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations; uses body language appropriately.

Reasoning – Discovers or selects rules, principles, or relationships between facts and other information.

Teamwork – Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.

Technical Competence – Knowledge of the specialized/technical area. Refers to specialized knowledge that is acquired through formal education or extensive on-the-job experience.

Decision Making – Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

Skill in performing accurate data entry and records retrieval.

Skill in maintaining organized work area and exhibiting excellent attention to detail.

Physical Demands:

Sitting: remaining in the normal seated position.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.
Hearing: perceiving the nature of sounds by the ear.
Repetitive motions: making frequent movements with a part of the body.
Eye/hand/foot coordination: performing work through using two or more.
Near Acuity: ability to see clearly at 20 inches or less.
Depth Perception: ability to judge distances and space relationships.
Field of Vision: ability to see peripherally.
Accommodation: ability to adjust vision to bring objects into focus.
Color Vision: ability to distinguish and identify different colors.

Working Environment:

Subject to many interruptions.
Subject to changing work conditions.

Education Requirement:

Graduation from high school or the possession of a GED Certificate.

Experience Requirement:

Two years of clerical experience.

Education/Experience Equivalency:

Additional appropriate education may be substituted for the minimum experience requirement.

Additional appropriate experience may be substituted for the minimum education requirement.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 03/23/2008

REVISED DATE: xx/xx/2010

REVISED BY: Melissa Fisher

CLASS HISTORY 2010: The Distinguishing Characteristics, Essential Duties, and Minimum Qualifications were updated to reflect how the class is used in the agency.



Career Service Authority

Judicial Assistant II

Page 1 of 5

GENERAL STATEMENT OF CLASS DUTIES

Performs full performance, independent, court specific, clerical/technical work facilitating information, procedures and policies enforced by the courts; prepares legal documents, manages files and interacts with defendants, general public, and others as it relates to judicial processes and procedures; performs customer service, data entry, file maintenance, quality control and ensures compliance with court policies, practices, rules of procedure, state statutes and city ordinances.

DISTINGUISHING CHARACTERISTICS

The Judicial Assistant II is distinguished from the *Judicial Assistant I*, which performs entry level clerical/technical office support work processing civil filings; adult, juvenile, or criminal state statute and ordinance violations; probation referrals; and traffic/parking summonses. The Judicial Assistant I also coordinates and purges cases in cooperation with the City Attorney's Office, District Attorney's Office and court division staff. Next, the Judicial Assistant II is distinguished from the *Judicial Assistant III*, whose primary focus is managing the daily activities of an assigned courtroom; courtroom preparation and coordinating complex and confidential information and office/functional support for judges or judicial officers. Finally, the Judicial Assistant II is distinguished from the *Administrative Support Assistant IV* (ASA IV), which performs specialized and/or technical office support in an occupational specialty area not specific to the judicial system.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, and gathered and discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

By assignment, performs some elements of lead work.

ESSENTIAL DUTIES

Processes all incoming civil filings; adult, juvenile, or criminal state statute and ordinance violations; probation referrals; and traffic/parking summonses, which involves: analyzing, approving or rejecting sensitive/confidential judicial information and determining appropriate services and actions within a defined scope.

Reviews and evaluates legal documents, forms, applications, computations, and other information to determine accuracy, completeness, acceptability, or compliance to judicial rules, statutes, policies and practices.

Ensures legal requirements are met; maintains data integrity of case information by performing quality control and audit functions; and maintains security or confidentiality of records, equipment or computer access.

Explains and provides general information on regulations, policies, standards, as well as, judicial processes and procedures to court personnel, attorneys, law enforcement agencies, and the general public, in person and by telephone.

Reviews and determines the response to a variety of legal correspondence, including: writs of habeas corpus, jail reconsideration, requests to vacate restraining orders, motions, and miscellaneous letters from customers.

Prepares and processes legal documents to initiate judicial actions, including: release of garnishments, release of property bonds and warrants, and/or dismissal or reduction of traffic charges; prepares outgoing mail as it relates to receiving, recording and processing payments.

Prepares and distributes court dockets; ensures coverage in court.

Maintains court records for all case files, which includes certifying and sealing court documents.

By position, receives monies for fines, costs or filing fees; balances cash drawers daily and prepares necessary paperwork and reports; updates the case management system.

Performs other related duties as assigned.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

MINIMUM QUALIFICATIONS

Competencies, Knowledge & Skills:

Integrity/Honesty – Displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; chooses an ethical course of action; is trustworthy.

Conscientiousness – Displays a high level of effort and commitment towards performing work; demonstrates responsible behavior.

Customer Service – Works and communicates with clients and customers to satisfy their expectations; committed to quality services.

Flexibility – Adapts quickly to changes.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation and concern, and politeness to others; relates well to different people from varied backgrounds and different situations.

Listening – Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

Memory – Recalls information that has been presented previously.

Reading – Learns from written material by determining the main idea or essential message. Recognizes correct English grammar, punctuation, and spelling.

Writing – Uses correct English grammar, punctuation, and spelling to communicate thoughts, ideas, information, and messages in writing.

Self-Management – Sets well defined and realistic personal goals, monitors progress and is motivated to achieve; manages own time and deals with stress effectively.

Self-Esteem – Believes in own self-worth, maintains a positive view of self, and displays a professional image.

Speaking – Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations; uses body language appropriately.

Reasoning – Discovers or selects rules, principles, or relationships between facts and other information.

Teamwork – Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.

Technical Competence – Knowledge of the specialized/technical area. Refers to specialized knowledge that is acquired through formal education or extensive on-the-job experience.

Decision Making – Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

Knowledge of the Denver Revised Municipal Code, Denver City Charter, and state laws applicable to County Court.

Knowledge of open records and confidentiality requirements regarding court records and documents.

Knowledge of internal control procedures and the purpose for internal controls.

Knowledge of the policies, procedures and goals of the City and County of Denver and the County Court.

Knowledge of case management software.

Physical Demands (Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs):

Sitting: remaining in the normal seated position.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Near Acuity: ability to see clearly at 20 inches or less.

Depth Perception: ability to judge distances and space relationships.

Field of Vision: ability to see peripherally.

Accommodation: ability to adjust vision to bring objects into focus.

Color Vision: ability to distinguish and identify different colors.

Working Environment:

Subject to many interruptions.

Subject to changing work conditions.

Education Requirement:

Graduation from high school or the possession of a GED Certificate.

Experience Requirement:

Three years of clerical experience to include one year of experience as a Judicial Assistant I.

Education/Experience Equivalency:

Additional appropriate education may be substituted for the minimum experience requirement.

Additional appropriate experience may be substituted for the minimum education requirement.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 03/23/2008

REVISED DATE: x/xx/2010

REVISED BY: Melissa Fisher

CLASS HISTORY 2010 - Distinguishing Characteristics, Essential Duties, and Minimum Qualifications were updated and revised.