

TOLEDO MUNICIPAL COURT-JUDGES' DIVISION  
CLASS SPECIFICATION  
**Court Services Specialist**

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Department: Multiple  
Reports to: Department Supervisor  
Job Code: 9014  
Date Established: May 17, 2017  
Ordinance No.: 243-17  
Salary Level: 7  
Salary Amendments:  
Classification Last Revised and Approved: May 17, 2017, December 10, 2018

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**DEFINITION:** Works under general supervision of the Department Supervisor. Performs a full range of technical and administrative duties in support of court services and court operations. May be assigned to duties in other departments of the court as needed.

**ESSENTIAL DUTIES AND RESPONSIBILITIES–CORE:**

- **Scheduling Events.** Including, but not limited to, screening and calendaring cases; scheduling appointments with collateral agencies and/or assigned court staff (i.e. Court Services Specialist, Probation Officer, etc.); providing relevant contact information to court users; disseminating standard social services information; scheduling a variety of judicial appearances (i.e. traffic, criminal, civil, and re-set events); consolidating cases; processing civil judgments and notices; providing back-up assistance to court staff (i.e. Probation Officers, Community Service Officers, Court Services Specialists, etc.) in obtaining appropriate services for offenders.
- **Provides Administrative Support to Courtroom Operations.** Including, but not limited to, assisting the Court with scheduling competency evaluations; following-up and initiating corrective action in processing court dates or court services referrals as directed by the judge; troubleshooting errors or resolving discrepancies and other issues related to court services, programs and processes that directly serve courtrooms, including but not limited to, Electronic Monitoring (EM) programming, Warrant Enforcement Unit (WEU) referrals, competency cases, interpreter services, scheduling courtroom events, managing judges' schedules, etc.; assisting in the interpretation and explanation of court policies and procedures related to courtroom operations.
- **Prepares a Variety of Standard Documents and Reports.** Including, but not limited to, utilizing data and recordkeeping systems to produce a variety of court documents; preparing, reviewing and evaluating forms, correspondence and documents for appropriateness, completeness and accuracy; making administrative entries into the Court's journal; processing documents according to guidelines; writing basic reports, including violation reports and court reviews; referring complex matters to the department supervisor; drafting

conditional release plans, transport orders and other orders requiring a judge's signature; preparing court calendars, notices of hearings, court appearances, etc.; copying, distributing and coordinating the flow of documents; preparing statistical reports.

- **Conducts Interviews with Offenders.** Including, but not limited to, interviewing offenders for pertinent case information, intake data, social history and/or version of the offense; gathering information for the Ohio Risk Assessment System (ORAS), including administration of the Misdemeanor Assessment Tool (MAT) and Community Supervision Tool (CST); interacting with offenders by telephone or office visit to obtain factual information necessary for the preparation of court reports; conducting general office visit inquiries and providing information to Probation Officers for follow-up.
- **Maintains Accurate Files and Records.** Including, but not limited to, verifying, entering, retrieving, correcting and updating information in manual or automated recordkeeping system(s) (i.e. probation case management system, court software systems, CATS, etc.); maintaining specialized database(s); receiving and recording all forms of direct and indirect offender contact and information into the case management system; creating a chronological record of offender-related activities; creating and maintaining a variety of logs and other tracking tools; sorting, compiling and filing records, reports and other documents in one master file and/or case management system.
- **Reviews Court Orders and/or Conditions of Supervision with Offenders.** Including, but not limited to, providing offenders with written notice of general and special conditions of supervision and/or other court-ordered services; giving an overview of special court services (i.e. active/inactive supervision, Alternatives Program, CAD/ISP, Community Service, DIP, EMU, Kiosk Reporting, LIS, Restitution, Veteran's Treatment Court, etc.); explaining importance of complying with court orders; explaining the role of the court staff, such as Probation Officer, Court Services Specialist, etc. .
- **Reviews Legal Paperwork and Information.** Including, but not limited to, reviewing affidavits and journal entries to determine court orders and/or case status; tracking court case progress; examining official details of the offense; clarifying information as necessary; taking appropriate action to remedy inconsistent information.
- **Provides Information to Internal and External Court Users.** Including, but not limited to, offering professional customer service; maintaining clear and open communication; listening and responding to inquiries; providing meaningful, accurate and timely information; assisting with explaining technical and policy information about court services programs and guidelines; promoting favorable public relations on behalf of the department and Court.
- **Conducts Criminal History Record Checks.** Including, but not limited to, conducting, analyzing and interpreting computerized criminal history inquiries on a local, state, and national level; cross-referencing and reviewing a variety of records for accuracy and consistency; synthesizing data into standard and accurate criminal history reports; redacting records as appropriate.

- **Miscellaneous Duties.** Including, but not limited to, arranging for the transfer of files and/or affidavits to courtrooms or other departments; assisting offenders in completing necessary forms and paperwork; assisting with custody duties in the bullpen; cross-checking kiosk identifications; providing coverage for other court services (i.e. LIS, DIP, etc.); attending meetings; participating on committees.

**ESSENTIAL DUTIES AND RESPONSIBILITIES–FOCUSED: Focused duties are assigned to designated Court Services Specialists and may be rotated as necessary. Focused duties are supplemental to the core duties listed above.**

- **Alternatives Program.** Including, but not limited to, evaluating offender eligibility for enrollment into the Alternatives Program; verifying restitution requirements as appropriate; explaining the Alternatives Program to offenders; coordinating offender payment for Alternatives Program, including arrangements for community service; conducting small group programs using various adult educational strategies; providing individualized programs as necessary; monitoring and overseeing the on-line Alternatives Program; monitoring and recording offender attendance; confirming adherence to program requirements; taking corrective action to remedy non-compliance; submitting reports to the Court regarding program completion or non-completion; making recommendations to the Court regarding the sealing of records; maintaining records for monthly and annual statistical reports.
- **Assignment Services.** Including, but not limited to, scheduling traffic, criminal, and civil events; entering appropriate information into the scheduling system; reviewing information on cases for allowable time to trial; scheduling reset events; validating existing system information with case files, verifying that all information required is included; consolidating cases and identifying multiple cases for consolidation; entering necessary data for consolidated cases and manually assigning to judge with lowest case number; scheduling cases on judges' calendar consistent with judges' preferences and legal time limits; preparing and distributing appropriate notifications to involved parties; maintaining master schedule for assigned judge; maintaining, monitoring and preparing standard reports on judges' schedules and availability; producing daily dockets, performing similar functions for backup judges when necessary; processing civil judgments and notices; submitting files to appropriate judge for decisions and entries; preparing all civil notices and distributing them to appropriate parties; assisting with jury arrangements; answering inquiries at the counter and by telephone; proofing the assignment work of co-workers to ensure accuracy.
- **Community Service Officer.** Including, but not limited to, maintaining good public relationships with community work sites; identifying non-profit agencies that are willing to host offenders with community service work requirements; ensuring that work sites comply with the rules of community service; reviewing and discussing community service work with participating organizations; completing a Memorandum of Understanding (MOU) agreement with the community agency; obtaining MOU approving staff signatures from the agency and Court; screening offenders who are court-ordered to complete community service; identifying and resolving barriers to success; referring ineligible offenders back to Court for further disposition; documenting all offender contacts and collateral contacts; reviewing and

verifying forms and correspondence; staffing non-compliance with supervisor; preparing reports; conducting random work site visits to community agencies to ensure agencies are in compliance with offender work rules, validate offender attendance and verify work completed; documenting and reporting injuries, accidents or incidents that may occur; completing documentation for workman's compensation, or any reports required for liability insurance.

- **Court Diagnostic and Treatment Center (CDTC) Referrals.** Including, but not limited to, gathering, preparing, and scanning competency referral information, including relevant information from the affidavit, police reports, and redacted criminal history report; submitting offender information to CDTC's online referral system; tracking court dates and following up with CDTC for reports scheduled for court review; receiving and filing completed CDTC reports in the master file; notifying judges and law clerks when reports are received; providing judges with copies of CDTC reports; processing competent, incompetent-restorable, incompetent-unrestorable, and restoration reports and paperwork; filing or e-filing reports with Clerk of Court and appropriate agencies; reviewing monthly CDTC invoice and reporting discrepancies to the department supervisor.
- **Electronic Monitoring (EM) Court Liaison.** Including, but not limited to, tracking offender's eligibility for electronic monitoring; answering offender's question regarding EM; forwarding all relevant documents to the Clerk of Court and EM Office; creating and maintaining EM records and files; coordinating information between the Court and the EM office; analyzing, processing and taking action on incoming correspondence from the EM Office; referring complex questions to the department supervisor; monitoring and reporting compliance/non-compliance with court orders and EM special conditions to the referring or assigned judge; locating and transferring affidavits to the courtroom; preparing EM related documents and correspondence, including violation and non-compliance reports for the Court; opening and closing cases in the case management software system; entering information into CCIS per grant standards; maintaining records for monthly and annual statistical reports; reviewing monthly billing and reporting discrepancies to the department supervisor; appearing and testifying in Court, as required.
- **Inactive Probation Supervision.** Including, but not limited to, monitoring of individuals on inactive probation supervision, enforcing the terms and conditions of inactive supervision; addressing non-compliance and minor adjustment problems with offenders and referring complex issues to the department supervisor; listening to and providing information to victims and referring complex questions to the department supervisor; preparing routine violation or noncompliance reports and providing recommendations for action; preparing and maintaining case records; opening and closing cases; gathering information, preparing reports and drafting correspondence related to cases; inputting information into the (probation) case management system; appearing/testifying in court; reporting statistical data.
- **Interpreter Services.** Including but not limited to, scheduling interpreters for court events; reviewing daily Request for Interpreter report for discrepancies in date and time scheduling; providing weekly interpreter schedules to courtrooms and other staff members; checking in interpreters upon arrival and departure; assisting courtrooms with interpreter services via

phone or video; maintaining master list of scheduled interpreters for statistical reports; reviewing monthly interpreter bills and compiling supporting documentation for billing purposes.

- **Other duties as assigned. The Toledo Municipal Court Judges' Division retains the right to add, delete or modify the duties of this position at any time.**

**KNOWLEDGE, SKILLS AND ABILITIES** (Possessed at time of employment or gained within twelve months from the date of hire or assignment to respective focused duties.)

***Knowledge of:***

- Knowledge of federal, state and municipal laws and ordinances pertaining to court services
- Knowledge of Municipal Court operations and Department policies, procedures and programs, including probation supervision, community service, diversion (Alternatives), electronic monitoring, scheduling, etc.
- Knowledge of required ethics and conflict of interest avoidance inherent to working with the Court
- Knowledge of record keeping systems and maintaining updated/current records
- Knowledge of NORIS applications, LEADS, court software programs (i.e. attendance program, scheduling applications, case management, etc.) and MS Windows/Word/Outlook
- Knowledge of legal and criminal justice terminology
- Knowledge of techniques to minimize and deescalate tensions and confrontations
- Knowledge of effective written and oral communication techniques and practices, including spelling, grammar and punctuation
- Knowledge of modern office practices, procedures and equipment
- Knowledge of telephone etiquette
- Knowledge of basic mathematics (addition, subtraction, multiplication, division, etc.)
- Knowledge of English grammar, spelling, punctuation and capitalization
- Knowledge of deadlines and dates associated with different types of legal documents and paperwork
- Knowledge of local court rules
- Knowledge of criminal, civil and traffic legal rules and procedures
- Knowledge of Municipal Court Judges' schedules
- Knowledge of case management practices
- Knowledge of community assistance agencies and community resources available to which litigants and defendants may be referred
- Knowledge of basic social sciences underlying probation, such as psychology, criminology and sociology
- Knowledge of basic counseling techniques and basic psychology of human behavior
- Knowledge of social attitudes
- Knowledge of the Ohio Risk Assessment System (ORAS)
- Knowledge of personal safety awareness and precautions

***Skill in:***

- Skill in verbal communication, including speaking clearly and listening carefully
- Skill in interviewing offenders to obtain requisite information
- Skill in identifying legal paperwork and determining appropriate action(s) associated with different types of legal paperwork
- Skill in using evidence-based practices with offenders
- Skill in administrating and scoring the ORAS
- Skill in guiding and motivating offenders
- Skill in identifying basic options to remedy non-compliant behavior
- Skill in scheduling appointments and events
- Skill in dealing with the public and establishing and maintaining effective working relationships
- Skill in organizing and maintaining information/records
- Skill in organizing work duties/responsibilities
- Skill in written communication for business and legal correspondence, including proof reading
- Skill in operating standard office equipment (including but not limited to, computer, copier, telephone, fax, scanner, calculator, etc.)
- Skill in creating an environment of helpfulness, inclusiveness, courtesy and civility
- Skill in problem identification, assessment and resolution
- Skill in managing work to meet deadlines
- Skill in keyboarding for data entry and document preparation

***Ability to:***

- Ability to work and maintain emotional self-control and communicate effectively (a professional demeanor) in stressful situations, including when communicating with upset, angry or frustrated individuals and individuals convicted of crimes
- Ability to role-model emotional maturity
- Ability to interact in a courteous and professional manner with diverse populations, including but not limited to judges, co-workers, other departments/agencies, and other court users (including attorneys, defendants, plaintiffs and their families, and other members of the public)
- Ability to effectively communicate orally with staff, co-workers and the public in face-to-face and one-on-one settings and with using a telephone
- Ability to listen to individuals to obtain information necessary to provide meaningful and accurate assistance
- Ability to take accurate notes while interviewing
- Ability to give simple directions to offenders
- Ability to obtain the cooperation of offenders to comply with court orders
- Ability to operate a computer, including keyboarding skills
- Ability to run, read and interpret LEADS reports and other automated criminal justice queries
- Ability to follow directions
- Ability to read and comprehend written material, including case entries and other legal documents
- Ability to correctly interpret and apply Court and Department policies and procedures

- Ability to use logic to evaluate situations and determine the appropriate procedure to follow
- Ability to create, maintain, and use filing system
- Ability to manage sensitive and confidential information
- Ability to transfer documents/items to another location
- Ability to document work activities, prioritize work tasks, manage time and meet deadlines
- Ability to effectively interview individuals convicted of crimes, often with extensive criminal histories
- Ability to understand and follow evidence-based practices
- Ability to perform multiple tasks with interruption
- Ability to meet Department contact and service standards
- Ability to coordinate well with others
- Ability to make critical observations under time pressures and stress
- Ability to obtain and maintain ORAS certification
- Ability to exercise sound judgment
- Ability to write basic documents and reports that are clear, legible and accurate, including but not limited to case notes, forms, receipts and messages
- Ability to testify in Court when needed
- Ability to be flexible and open to new and creative work methods
- Ability to accept direction, coaching and constructive criticism
- Ability to learn
- Ability to work independently as well as participate and contribute to a team environment
- Ability to be accountable for work and self
- Ability to work outside assigned work hours when needed
- Ability to model Procedural Justice values (voice, trust, respect and neutrality)

***Personal Characteristics of:***

- Other – Sensitivity to limitations of others that affect and influence methods of communication, cultural sensitivity, attention to detail, dependable and organized.

**MINIMUM QUALIFICATIONS**

**Education:** Associates Degree or completion of a minimum 60 semester hours (or the two year equivalent class rank) toward a Bachelor Degree in criminal justice, social work, counseling, psychology, or related field required.

**Availability:** Must be able and available to work during the department’s business hours on the days required (Monday through Friday; 8:30 a.m. to 4:30 p.m.). May be required to work beyond these hours, and every effort will be made to provide advance notice of such.

**Experience:** Two (2) years work experience in court services, social services, paralegal or a related field, required. One (1) year prior probation or court experience preferred, but not required. Thorough knowledge of general office procedures and practices and computer competency, required. Good knowledge of the court and

community resources preferred, but not required. Interviewing skills and knowledge of the criminal justice system preferred, but not required. Experience involving complex scheduling or work within a Court or legal related position preferred, but not required.

**Background:** May not have prior convictions that would, or appear to, adversely affect the Court Services Specialist's ability to support the work and function of the court. Convictions, including but not limited to, offenses involving fraud, theft, or crimes involving violence or weapons are incompatible with the position of Court Services Specialist. Must be LEADS certifiable. Must be ORAS certified within first six (6) months of hiring.

### **ENVIRONMENTAL FACTORS AND PHYSICAL DEMANDS:**

The physical demands and work environment described are representative of those associated with performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

- An employee is frequently required to ask offenders questions and record their answers.
- An employee is frequently required to communicate orally and give simple directions to the offender.
- An employee is regularly required to keyboard, perform data entry, use the computer and other office equipment.
- An employee is regularly required to read typed and handwritten documents.
- An employee is regularly required to sit up to 70% of the workday.
- An employee is regularly required to walk, stand, stoop, kneel and bend. May involve manipulating up to 25 pound items or pushing a cart of case files.
- An employee may be at risk for blood/airborne disease/pathogens.