

TOLEDO MUNICIPAL COURT-Civil Bailiff Department  
CLASS SPECIFICATION  
**Civil Bailiff – Commissioner**

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Department:	Civil Bailiff
Reports To:	Court Administrator
Job Code:	8008
Date Established:	April 1, 1983
Ordinance No:	Ordinance No. 248-83
Salary Level:	13
Salary Amendments:	None
Classification Last Revised and Approved:	March 29, 1983; September 27, 2006; October 17, 2018

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**DEFINITION:** Works under the general supervision of the Court Administrator. Plans and directs the operations of the Civil Bailiff Department, manages department resources (personnel, funding and equipment) and supervises the personal service of court documents as required by law, oversees the execution of evictions as well as the enforcement of judgments through garnishment and sale of debtor property.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

➤**Plans and directs the day-to-day operations of the Civil Bailiff Department to optimize efficiencies.** Including, but not limited to, directing the staff of the Civil Bailiff Department; developing and implementing department and court policies and procedures; scheduling and assigning department's work load; routinely auditing entries documenting work of staff; regularly auditing and monitoring return paperwork completed by staff; routinely auditing and monitoring staff completion of assigned work; regularly reviewing documents and reports generated by staff; preparing department's annual report.

➤**Provides supervision of Civil Bailiff Department Staff in directing the operations of the Department.** Including, but not limited to, conducting performance appraisals for the Assistant Chief Bailiff and secondary performance review for all other staff; conducting management and staff meetings regularly; conducting performance/disciplinary counseling and monitoring employee performance improvement plans; recommending to court management hiring, promoting, disciplining and developing of employees; identifying and implementing opportunities for training and development for staff; and establishing protocols to enhance and monitor productivity.

➤**Keeps abreast of changes in the law affecting the work of the Civil Bailiff's Department.** Including, but not limited to, assessing need for change to respond to changing law or circumstances and facilitating collaborative processes involving staff and managers when evaluating and implementing change.

➤ **Fosters positive relations with outside organizations and Court customers to improve service efficiencies.** Including, but not limited to, meeting as needed with various private and public agencies/organizations (i.e., police department, Bar Association, etc.) to discuss improvements or adjustments in the levels of services; and acting as a liaison to outside agencies for coordinating projects or to promote favorable public relations on behalf of the department.

➤ **Mediates and resolves conflicts/issues/grievances internal and external to the Civil Bailiff Department.** Including, but not limited to, investigating sources of conflict, discussing potential alternatives with involved parties and determining resolution or recommending resolution to Court Administrator; keeping written records of issue resolution.

➤ **Serves summons, complaints, garnishments, subpoenas, civil restraining orders and other civil writs as needed.** Including, but not limited to, driving to each indicated address, coordinating with law enforcement as necessary, determining best method of service, and serving paperwork through mail, personal, residence or corporate service.

➤ **Supervises evictions as needed.** Including, but not limited to, working with landlord to schedule eviction, providing landlord with information about the eviction process, coordinating with law enforcement and other agencies (Lucas County Dog Warden, Humane Society) as necessary, driving to each indicated address, and supervising the landlord's removal of property from the premises in a safe and orderly fashion (including removal of vehicles and the capping of gas lines and removal of refrigerator doors).

➤ **Executes judgments and replevins according to court order as needed.** Including, but not limited to, driving to each indicated address, coordinating with law enforcement as necessary, receiving payment paid by debtor toward judgment, tagging property, coordinating with various parties for property removal, supervising the plaintiff's removal of the property, coordinating inventory and appraisal on levied/replevin property, coordinating and supervising sale of property, and turning sale proceeds and debtor payments into Clerk's office.

➤ **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:**

### ***Knowledge:***

- Knowledge of Municipal Court operations and Civil Bailiff's Department policies and procedures.
- Knowledge of effective written and oral communication techniques and practices, including composition, spelling, grammar and punctuation.
- Knowledge of legal/probation terminology and federal, state and municipal laws and ordinances pertaining to the service of court documents and the enforcement of judgments
- Knowledge of NORIS Applications, LEADS, and MS Windows/Excel
- Knowledge of record systems and maintaining updated/current records
- Knowledge of management practices and procedures, including human resource practices
- Knowledge of basic math and legal terminology.

- Knowledge of techniques to minimize and de-escalate tensions and confrontations.

***Skills:***

- Skill in leadership
- Skill in verbal and written communication, including speaking clearly
- Skill in dealing with the public and establishing and maintaining effective working relationships
- Skill in analyzing problems and recommending corrective action
- Skill in organizing and maintaining information/records, and compiling and analyzing information/statistics
- Skill in organizing work activities
- Skill in conducting group meetings effectively and in public speaking
- Skill in negotiating and resolving conflict
- Skill in identifying legal paperwork and understanding the dates/deadlines associated with different types of legal paperwork.

***Abilities:***

- Ability to comprehend and implement court and Bailiff Department policies and procedures
- Ability to establish and maintain cooperative working relationships and to effectively communicate with the public, staff and attorneys
- Ability to interact in a courteous and professional manner with diverse populations, including but not limited to judges, co-workers, other departments/agencies, and court customers (including attorneys, defendants, and plaintiffs)
- Ability to listen to individuals to obtain information necessary to provide meaningful and accurate assistance
- Ability to build consensus for change among diverse constituencies
- Ability to assess situations quickly and respond appropriately
- Ability to maintain self-control under stressful conditions (a professional demeanor), including the ability to effectively communicate with upset, angry or frustrated individuals
- Ability to read and comprehend written material, including case entries and other court paperwork
- Ability to write documents that are clear, concise and persuasive
- Ability to document work activities, work independently with minimal direction, prioritize work tasks, manage time and meet deadlines
- Ability to research and synthesize data/information and prepare reports
- Ability to collect and summarize statistics and prepare and maintain reports
- Ability to work on multiple projects simultaneously
- Ability to motivate subordinates to improve or sustain performance
- Ability to give direction
- Ability to use independent judgment to determine the best course of action based on experience and past practice
- Ability to work outside regular work hours when needed
- Ability to operate a computer, including the ability to run, read and interpret LEADS reports and keyboarding skills

- Ability to maintain an even temper across situations and the ability to take verbal abuse.
- Ability to quickly assess situations and respond accordingly
- Ability to effectively analyze information.
- Ability to work independently with minimal direction and prioritize work tasks and complete them in a logical order.
- Ability to write neatly and legibly.
- Ability to read a map and drive a motor vehicle.
- Ability to follow safe work practices in the field and while driving a motor vehicle.
- Ability to create, maintain and use filing system, analyze information, and prepare and maintain business records
- Ability to operate office equipment, and write neatly

***Personal Characteristics:***

•Organized, attention to detail, good judgement, even-tempered, honest, diplomatic, professional, cultural sensitivity, impartial, analytical, and flexible

**MINIMUM QUALIFICATIONS:**

Education: Bachelor degree in business, criminal justice or related field required.

Availability: Must be able and available to work during the department's business hours on the days required.

Experience: A minimum 5 years supervisory/management experience in public safety, public service or business required. Experience in legal or court-related work preferred.

Driving: Must possess a valid Ohio operator's license, a good driving record, and must provide own motor vehicle with sufficient liability insurance.

Background: Prior convictions that would impinge on the Chief's ability to represent the Court in a credible, fair and professional manner, including but not limited to convictions involving fraud, theft, or crimes involving violence or weapons are incompatible with the position of Chief Probation Officer. Must be LEADS certifiable.

**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 regularly required to read typed and handwritten documents.
- An employee is frequently required to sit and walk up to 70% of workday.
- An employee is regularly required to walk and stand. May involve manipulating up to 10 pound items.
- An employee is frequently required to communicate orally.

- An employee is regularly required to keyboard.
- An employee is regularly required to drive personal motor vehicle.
- An employee is regularly required to climb stairs, stoop, balance and bend.