

TOLEDO MUNICIPAL COURT-JUDGES' DIVISION
CLASS SPECIFICATION
Court Navigator

Department: Help Center
Reports to: Help Center Commissioner
Job Code: 8033
Date Established: September 8, 1992
Ordinance No.: 353-90
Salary Level: 6
Salary Amendments: July 20, 2022
Classification Last Revised and Approved: September 8, 1992; October 19, 2016, July 20, 2022; January 5, 2024, January 1, 2025

DEFINITION: Appointed by the Court Administrator with the approval of the Presiding Judge. assist pro se (self-represented) litigants in navigating the court system. Working directly in the Help Center. Court Navigators will provide general legal information, procedural guidance, and assistance with completing court forms related to small claims, housing, driver's licenses, and record sealings.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

➤ **Offers assistance* to the public.** Including, but not limited to: assisting plaintiffs, defendants, judgment creditors and judgment debtors, providing proper legal forms to individuals for evictions, small claims, driving, record sealing, and garnishments, answering litigant questions about procedures and case status, assisting parties regarding various collection options, helping parties complete and file proper collection forms, referring parties to proper external resources for guidance, providing initial screening for license intervention officer and mediation.

➤ **Clerks for the Magistrate in performance of dockets and provides general assistance in the courtroom.** Including, but not limited to: reviewing case files and preparing the daily docket, opening the courtroom and ensuring readiness for court proceedings, determining that appropriate parties are present, notifying the Magistrate, opening court session by announcing entrance of the Magistrate, operating a recording system, running necessary reports for the magistrate during docket, calling and scanning cases into court record, swearing in parties, marking exhibits, posting entries for Magistrates, processing legal paperwork, maintaining records.

➤ **Data collection and reporting.** Collecting and reporting data to maintain accurate records of assistance provided, including types of cases, services rendered, and outcomes.

➤ **Educational and outreach efforts.** Participating in workshops or clinics designed to educate the public about their rights and court procedures.

*Assistance is provided for private individuals who are not represented by counsel. The Court Navigator does not represent either side at the hearing but serves to facilitate court process and enable persons to use the Court to settle civil disputes without an attorney. Parties assisted in the Help Center must be informed of the Court Navigators status as a student who is employed by the Court only for the purpose of providing assistance in the filing of claims and general legal information and not for providing legal advice.

➤**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 of:

- Knowledge of Municipal Court operations and departments
- Knowledge of legal terminology and federal, state and municipal laws and ordinances, particularly those pertaining to civil procedure
- Knowledge of effective written and oral communication techniques and practices, including spelling, grammar and punctuation
- Knowledge of record keeping systems and maintaining updated/current records
- Knowledge of NORIS applications, LEADS and the court's case management software
- Knowledge of MS Word, Outlook, PowerPoint and Excel
- Knowledge of ethical responsibilities inherent in working with the Court
- Knowledge of Rules of Superintendence statistical reporting procedures
- Knowledge of the type of assistance needed in helping plaintiffs complete complaints

Skill in:

- Skill in dealing with the public and establishing and maintaining effective working relationships
- Skill in verbal communication, including speaking clearly and listening carefully
- Skill in effectively communicating with a wide variety of individuals, including Judges, Magistrates, attorneys, co-workers, court staff, Clerk's Office staff, defendants, litigants, and victims
- Skill in compiling and analyzing information/statistics
- Skill in organizing and maintaining information/records
- Skill in organizing work activities
- Skill in written communication, including editing and proofreading
- Skill in operating standard office equipment
- Skill in analyzing problems and recommending corrective action
- Skill in creating an environment of helpfulness, inclusiveness, courtesy and civility

Ability to:

- Ability to correctly interpret and apply court policies and procedures

- Ability to maintain self-control under stressful conditions (a professional demeanor), including the ability to effectively communicate with upset, angry or frustrated individuals and individuals accused or convicted of crimes.
- Ability to interact in a courteous and professional manner with diverse populations, including but not limited to judges, magistrates, co-workers, other departments/agencies, and customers (including attorneys, defendants, plaintiffs, victims, and their families)
- Ability to listen to individuals to obtain information necessary to provide meaningful and accurate assistance
- Ability to operate a computer, including keyboarding skills
- Ability to use audio and video recording equipment
- Ability to follow directions
- Ability to read and comprehend written material, including case entries and other legal documents
- Ability to create, maintain and use a filing system
- Ability to be firm and compassionate
- Ability to problem solve
- Ability to think critically
- Ability to negotiate issues and reach a positive outcome
- Ability to help people overcome barriers
- Ability to write documents that are clear, concise and persuasive
- Ability to communicate effectively with others
- Ability to maintain favorable public relations
- Ability to document work activities, work independently with minimal directions, prioritize work tasks and complete them in a logical order, manage time and meet deadlines under time pressures and stress
- Ability to build consensus among diverse constituencies
- Ability to collect and summarize statistics and prepare and maintain reports
- Ability to work on multiple projects simultaneously
- Ability to work outside regular work hours when needed
- Ability to handle sensitive or confidential information
- Ability to role model emotional maturity
- Ability to write neatly and legibly
- Ability to operate office equipment
- Ability to use independent judgment to determine the best course of action based on experience and past practice
- Ability to operate a computer, including the ability to run, read and interpret LEADS reports and keyboarding skills
- Ability to work independently as well as function in a team environment
- Ability to inform plaintiffs and defendants of what evidence may be needed to support their claims and defenses at hearings
- Ability to assist parties in collecting and filing the proper collection forms
- Ability to assist parties who have won judgments by informing them as to the various collection options such as wage garnishments, bank account attachments, etc.
- Ability to be fair and impartial and to not represent either side

- Ability to explain court process and help persons use the Court to settle civil disputes without an attorney

Personal Characteristics of:

Other – Dependable, Organized, Attentive to Detail, Good Judgment, Even-Tempered, Diplomatic, Fair, Professional, Cultural Sensitivity, Courteous, Personal Maturity

MINIMUM QUALIFICATIONS:

Education: Two years college instruction (60 semester hours) toward a Bachelor Degree in Paralegal Studies or Bachelors Degree and current enrollment in an accredited college of law, required.

This position requires proof of continuing college level education in either a Paralegal related field of study or enrollment in law school. Law students must be currently enrolled in law school and upon graduation, be registered and actively studying to take the next scheduled bar exam.

Employment as a Court Navigator will come to an end within 6 months of graduation. Should paralegal studies or law school studies cease, or after graduation, a law student chooses not to pursue bar certification, you will no longer be eligible to hold the position of Court Navigator.

Experience: One (1) year prior work experience, required. One (1) year experience working with the public, preferred, but not required. Prior experience in a court, law office or related agency preferred, but not required.

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

Availability: Must be able and available to work up to 20 hours per week during the department's business hours on the days required (Monday through Friday; 8:00 a.m. to 4:30 p.m.). Hours of work shall be determined by the Help Center Commissioner. May be required to work beyond scheduled hours and every effort will be made to provide advance notice of such.

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 communicate orally
- An employee is frequently required to view the computer to prepare correspondence, reports, and presentations

- An employee is frequently required to sit and walk up to 70% of the workday
- An employee is frequently required to keyboard and use the computer
- An employee is regularly required to stand, stoop, kneel and bend. May involve manipulating up to 25 pound items such as files or paper boxes
- An employee is regularly required to use office equipment
- An employee is regularly required to read typed and handwritten documents
- An employee may be at risk for blood/airborne disease/pathogens