

Lake Havasu City, Arizona

Class Description



Title: Court Clerk
Department: Municipal Court
Division: N/A
Grade: CP5

FLSA Status: Non-Exempt
Job Code: 21016
Updated: 7/5/2025
Salary: \$20.67 - \$29.97

General Definition of Work

Performs intermediate administrative support work performing routine administrative duties in the City court system by providing extensive judicial customer service, processing court hearing and protective order documents, accepting and receipting payments, creating case payment contracts, reviewing billing and collections efforts, processing civil traffic tickets to include setting up contracts, lifting suspensions, holds, and maintaining accurate files and records and related work as apparent or assigned. Work is performed under the limited supervision of the Court Supervisor.

Special Note:

May require non-standard work hours to include days, nights, weekends, holidays, and callbacks.

Essential Functions

The requirements listed below are representative of the knowledge, skill, and/or ability required and are subject to change as needs and job requirements change. Position assignments may vary. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Provides extensive customer services to all court customers including defendants, attorneys, victims, jurors, organizations and agencies, vendors, and the public; resolves routine issues and problems with defendants providing the necessary documentation to comply with court orders.

Performs defendants' check-in and out processes, including reviewing court paperwork with defendants, obtaining signatures, answering questions, and quashing warrants; Prepares files for court hearings such as walk-ins, jail commitment, public defender requests, and warrants; Ensures all necessary documents are identified, organized, and accurate for the Judge to address; Processes and Initiates protective orders in AZPoint and hearing results.

Process traffic citations, and electronically report dispositions to the Arizona Department of Motor Vehicle Division (AZ MVD) in order to maintain accurate criminal and civil traffic file(s) to include all dispositions of responsible and dismissals; Manually process abstract for AZ MVD releases and holds; processes Traffic Ticket Enforcement Assistance Program (TTEAP) requests and releases; processes suspension lifts; logs civil traffic tickets; electronically convert old civil traffic tickets.

Performs data entry into the case management system; Reviews and verifies court files for accuracy, discrepancies, collections efforts, and arrangements. Set up defendants' case flow, merge all files/tickets, physically and electronically, and scan all corresponding documents such as orders of commitments, release bonds, and supporting case documents.

Researches and review cases for Arizona Court collections (FARE), Processes and mails noncompliant collection letters; monitors pending non-compliant cases; assign to collections and suspend associated driving privileges; monitors current and past due collection efforts and recoupment of fines and fees; research, validates, and reports National Crime Information Center (NCIC) and the Arizona Crime Information Center (ACIC) warrant lists.

Accepts and receipts payments in-person, by mail, by fax, and/or over the phone; sets up payment agreements for all fines and fees owed; processes bond release payment; reviews online payments for case processes; reconciles daily deposit and receipts in accordance to Arizona Office of the Courts Minimum Accounting Standards (MAS).

Provides leadership, guidance, and training to support staff on front counter processes and procedures; acts as a liaison between defendants, courtroom clerks, civil traffic, criminal case clerks, the Court

Lake Havasu City, Arizona

Class Description

Operations Lead, and Specialty Court Lead; coordinates with other departments for customer service relations.

Receives, processes, and distributes motions, counseling, defendant correspondence, and records searches; Collect mail and original arresting paperwork for jail; receives, and distributes inner office mail, faxes, and box files; monitors, receives and distributes supplies and handles other court vendors such as shed, water, and facilities; adhere to the Arizona Supreme Court Administrative Order 2010- 13 – Arizona Code of Conduct for Judicial Employees.

Related work as apparent or assigned.

Minimum Qualifications

High School Diploma or GED and moderate (2 years) experience in basic accounting, customer service, and data entry or an equivalent combination of education and experience Valid Driver's License of the appropriate class.

Special Qualifications

Judicial staff must meet and maintain annual required training of sixteen (16) credit hours through the Education Services Division of Arizona Judicial Branch.

Knowledge, Skills & Abilities

General knowledge in the following:

Arizona statutes, rules, ordinances, judicial orders, laws, and regulations; procedures and policies, operations, and jurisdiction of the Court.

Law-related work and activities in a government agency or legal clinic.

Receiving, preparing and processing a variety of legal documents and/or recording Court proceedings such as found in a court or legal setting.

Public information and communication techniques; clerical office procedures; customer service; typing, e of automated systems as used for information storage and document preparation; proper decorum as related to staff support within the courtroom.

Courtroom practices and procedures and documents and terminology; requirements for maintenance of Court calendars and legal documents; knowledge of fines, bail, and sentencing procedures. AZ Department of Transportation (ADOT) - Motor Vehicle Division (MVD); Protective Orders.

Skill in the following:

Use of personal computers, associated software packages, hardware, and peripheral equipment.

Time management, determining what is important and urgent, and managing multiple tasks at the same time to ensure all duties are complete and all deadlines are met, excellent customer service.

Organization and attention to detail; Microsoft Office Suite and Adobe Acrobat; SharePoint (AOC).

Ability in the following:

Adhere to the Arizona Supreme Court Administrative Order 2010-13 – Arizona Code of Conduct for Judicial Employees.

Work independently with minimum supervision using independent judgment to review, analyze, and resolve problems; Review regulations, procedures, and/or legal reference materials; maintain confidentiality of records.

Communicate effectively, both orally and in writing; address large groups of people to explain forms and procedures; use case management software; make simple arithmetical calculations; explain and apply

Lake Havasu City, Arizona

Class Description

specific statutes, codes, rules, laws, and proceedings; understand a variety of legal documents and terminology; work as a team to serve the public and provide access to justice; establish and maintain effective working relationships with associates, government officials, legal agencies and representatives, supervisors, and the general public.

Working Conditions

Physical Requirements (lifting, pushing, pulling, climbing, standing for long periods, etc.) : Work frequently sitting, speaking or hearing, using hands to finger, handle or feel and repetitive motions and occasionally requires standing, walking, stooping, kneeling, crouching or crawling, reaching with hands and arms, pushing or pulling and lifting; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, using of measuring devices and observing general surroundings and activities; Working Conditions (Outdoors, Hazardous Chemicals, Standing Water, Infectious Diseases) : Work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic). Regular Occurrence of potential physical harm - Irate Defendents.
