

CIRCUIT COURT FOR MONTGOMERY COUNTY, MARYLAND

Personnel Class Specification

OFFICE COORDINATOR II - Jury Office

DEFINITION OF CLASS

The Office Coordinator performs administrative, secretarial, and clerical work characterized by handling and coordinating overall office duties for the Office of the Jury Commissioner. The Office Coordinator is expected to have strong customer service and organizational skills and be able to make independent decisions in dealing with the public and coworkers. Information obtained in the course of the performance of these duties may be confidential or private in nature. The Office Coordinator must recognize that visitors to the Court may be under significant stress and ensure that they are treated with dignity and discretion as they obtain court-ordered services and provide jury services.

The Office Coordinator is responsible for assisting in the management of the Jury Office. This individual reports directly to the Jury Commissioner and is ultimately responsible to the Court Administrator.

Circuit Court employees are *at-will* employees and serve at the discretion of the Administrative Judge. This means that either an employee, or the court, may terminate the employee relationship at any time, with or without cause. There are no contractual relationships between the Circuit Court and an employee; letters, benefit or policy statements, performance evaluation, handbooks, or other employee communications should not be interpreted as such. The *at-will* relationship remains in full force and effect notwithstanding any statements to the contrary made by court personnel or set forth in any documents.

EXAMPLES OF ESSENTIAL FUNCTIONS

To be successful, the employee in this position must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. This job description reflects management's assignment of essential functions. It is not an exhaustive list of responsibilities and does not prescribe or restrict various additional diversified tasks and assignments that may be required by Judicial Officers and/or the Court Administrator.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Receive and screen telephone calls, including inquiries pertaining to procedural, administrative, and scheduling topics.
- Determine status of jurors and the number of jurors required for the next day from information provided by the Assignment Office.
- Assist in daily jury orientation, which includes greeting jurors, assisting jurors with check-in, providing scheduling information, keeping jurors informed as to status of cases, rescheduling jurors, answering any questions that may arise, and assisting with providing a verbal orientation and video presentation to jurors.
- Assist in cash payment activities for jurors, maintain daily record of monies spent, disperse funds to jurors, and reconcile accounts.
- Assist the judges with questions, general information, and assign jurors to courtrooms on a daily basis.
- Process all aspects of jury management using the Jury + system.
- Escort jurors to the courtroom as needed; provide the court with pre-printed information concerning jurors.
- Participate and cooperate with other offices in performance of work.
- Assume duties of the Jury Commissioner if necessary.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to work 7:30 a.m. to 4:30 p.m. (Monday through Friday) with flexibility to accommodate any necessary early or late meetings.
- Maintain a regular, punctual, and reliable level of attendance.
- Ability to work independently.
- High level of interpersonal skills to handle sensitive and confidential situations.
- Communicate effectively, both orally and in writing.

- Exercise a high degree of judgment, tact, diplomacy, and competence in dealing with judges, attorneys, court personnel, and the public.
- Handle multiple tasks and prioritize assignments.
- Make decisions based on experience, good judgment, and established policies and procedures.
- Knowledge of and ability to apply fundamentals of business English, spelling, grammar, punctuation, and standard office practices and procedures.
- Excellent telephone manner and experience dealing with the public.
- Knowledge of the Circuit Court HP system desirable but not required.
- Thorough knowledge of Court organization and procedures beneficial.

MINIMUM QUALIFICATIONS

- High school graduate.
- Three years' professional experience in an office and/or court environment with a heavy emphasis on administrative support.
- Superior writing skills and command of English.
- Excellent organizational skills and customer service are of the highest priority as well as competence and temperament to communicate with the legal community, in-house court personnel and the general public in a fast-paced environment.
- Two years' customer service experience.
- Basic knowledge of Microsoft Office Applications (e.g., Word and Excel).
- An equivalent combination of experience and education may be substituted.

Steps to apply for employment opportunities within Court Administration:

1. [Download the Employment Application.](#) (PDF)

NOTE: The application form requires you to have Adobe Reader version 8 or higher. Visit the [Adobe Acrobat website](#) to download the latest Adobe Reader version for free.

2. Complete the application in its entirety. Your application may be rejected if information is missing.
3. Be sure to save your application to your local computer early and often.

Once you are finished, email the completed application, cover letter, resume, and writing sample to adminhr@mcccourt.com