



## BOONE COUNTY JOB DESCRIPTION

<b>JOB TITLE:</b> Services Specialist - Civil Process Unit	<b>NEW:</b> _____	<b>REVISED:</b> _____ <span style="text-align: right;">X</span>
<small>(Please check one)</small>		
<b>REPORTS TO:</b> <u>Administrative Deputy</u>	<b>FLSA:</b> <u>Non-Exempt</u>	<b>DATE:</b> <u>02/2022</u>
<b>DEPARTMENT:</b> <u>Sheriff</u>	<b>JOB CODE:</b> <u>603</u>	

**SUMMARY:**

Under general supervision of the Administrative Deputy, receives, assigns, tracks, and returns civil process documents served by the Boone County Sheriff’s Office; enters, verifies, and maintains Protection Order files issued by the Boone County Circuit Clerk.

**ESSENTIAL FUNCTIONS:**

*Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills, and other characteristics. This list of tasks is ILLUSTRATIVE ONLY and is **not** a comprehensive listing of all functions and tasks performed by incumbents of this class.*

- Receives civil and criminal court documents from parties throughout the country.
- Assigns and distributes documents to Civil Process Deputy for service.
- Enters data of court information of all civil process documents into Sheriff’s Office records management system.
- Receives, processes, and enters all service information of court documents into the records management system.
- Assigns appropriate fees for all civil and criminal court documents served by Civil Process Deputies.
- Returns civil process documents served to appropriate party.
- Receives and verifies all Expartes, Child Orders of Protections, Full Orders of Protection, and Notice of Hearings in the MULES and NCIC systems.
- Enters all protection orders received for service from various courts and law enforcement agencies.
- Processes the Boone County Circuit Court Adult Abuse docket.
- Processes monthly Order of Protection Validations reports.
- Maintains hard files of all Boone County Orders of Protection.
- Maintains regular communication with Civil Process Deputies and Circuit Clerk’s office reference legal process.
- Answers inquiries and provides procedural information about civil process to the general public, various courts, attorneys, law enforcement agencies, and co-workers by email, phone, or in-person.

- Collects, receipts, and prepares for deposit all monies received for services of processes.
- Bills appropriate party for monies due to the Sheriff's Office for service of processes.
- Prepares deposit to Boone County Treasurer of monies collected for service of processes.
- Acts as liaison between the Sheriff's Office and the Prosecuting Attorney's Office for any changes in court appearance dates for deputies.
- Communicates daily with deputies through email, phone, or in-person on new subpoenas for court appearances or changes in appearance dates.
- Prepares and maintains files relating to deposits, exemption claims, and civil process; liaison with Circuit Clerk's Office reference civil process.
- Processes paperwork in compliance with established procedures or regulations.
- Prepares and maintains standard records to include forms, filing paper documents, saving and updating copies of documents to electronic files.
- Receives complaints or inquiries and directs those to the appropriate staff.
- Provides notarization services to Sheriff's Office employees and general public.
- Assists with training of newly hired employees.
- Cross-trains on essential functions of other positions in the Services Branch.
- Performs all other duties as assigned.

**KNOWLEDGE AND SKILL:**

1. Knowledge of English grammar, punctuation, and spelling; advanced skill in communicating effectively using the English language, both orally and in writing.
2. Knowledge of legal processes and terminology.
3. Knowledge of the criminal justice system in the State of Missouri.
4. Knowledge of filing and electronic record keeping systems.
5. Ability to efficiently operate personal computers and applications related to law enforcement processes and procedures, including records management software, jail management software, and Microsoft Windows and Office Suite.
6. Ability to learn and apply Sheriff's Office, county, state, and federal guidelines, policies, procedures, rules, and statutes to perform essential functions of position.
7. Ability to learn and apply documents and terminology affecting assigned functions.
8. Ability to work well with groups of managers, other county employees, court professionals, other entities, and the general public.
9. Ability to meet deadlines; accept direction; carry out directives; and follow instructions.
10. Ability to work independently and as part of a team.
11. Ability to multi-task and successfully prioritize a large workload.
12. Ability to maintain a high level of accuracy and attention to detail.
13. Ability to be MULES certified within six (6) months of hire.
14. Skill in mathematics sufficient to take and receipt cash money, accurately calculate and give change, add, subtract, multiply, and divide all units of measure, using whole numbers, common fractions, and decimals.
15. Skill in handling stressful situations successfully, as well as building and maintaining rapport and cooperation with individuals in stressful and highly emotional situations.
16. Skill in keyboarding and the use of standard office equipment.
17. Expert skill in maintaining confidentiality and handling confidential information.

**PHYSICAL DEMANDS:**

The majority of work is performed in a professional office setting and is generally sedentary. Must possess vision to read printed materials and a computer screen; as well as hearing and speech abilities to communicate in person and over the telephone.

Position requires CONTINUOUS sitting, upward and downward flexion of neck; fine finger dexterity and light to moderate finger pressure to manipulate keyboard, equipment controls, and other office equipment; pinch grasp to manipulate writing utensils; FREQUENT keyboarding, side-to-side turning of neck, walking, standing, bending, and stooping, pushing/pulling, twisting at waist, squatting, kneeling, reaching above shoulder height; occasional moderate grasping to manipulate objects; moderate wrist torque to twist equipment knobs and dials; OCCASIONAL squatting, kneeling, reaching above and at shoulder height, moderate grasping to manipulate objects; lifting objects weighing up to 50 lbs. and transporting over significant distances as needed.

Must be able to safely operate an automobile.

**WORK ENVIRONMENT:**

This position primarily operates in a professional office environment and requires appropriate appearance and attire. This position routinely uses office equipment such as but not limited to computers, calculators, multi-line telephones, photocopiers, printers, scanners, binding machines, recording devices, filing cabinets, and fax machines. This position is routinely in contact with the public, other Boone County employees, elected officials, and members of other entities.

Position requires the ability to work overtime when necessary, as well as, the ability to work different shifts, including holidays and weekends.

**MINIMUM QUALIFICATIONS:**

High school diploma or GED; must be 18 years of age or older; must not have any felony convictions or convictions for crimes involving moral turpitude; must not have other criminal convictions within the last two (2) years, excluding minor traffic violations; vision acuity correctable to 20/40 in at least one eye; must possess a valid operator's license at time of application and a valid Missouri operator's license at time of appointment; must be able to obtain MULES certification. Applicant must pass a pre-employment drug screen, demonstrate the ability to type 35 net WPM, possess vision to read a computer screen and printed materials as well as safely interact with the public, and possess hearing and speech abilities to communicate in person and over the telephone.

Applicant must meet minimum qualifications set forth by the FBI and MSHP CJIS Security policy.

**PREFERRED QUALIFICATIONS:**

At least two (2) years relevant clerical experience or an equivalent combination of education and experience.

*Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.*