

**Job Class Profile: Court Officer I****Pay Level: CG-27 Point Band: 534-577**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	4	3	2	6	3	3	3	1	3	
Points	187	50	13	29	90	65	62	21	32	549

**JOB SUMMARY**

The Court Officer I performs specialized legal clerical work in the procedural operation of the registries of the Court, which includes preparing court orders, attending sitting of the court, setting court dates, typing transcripts, processing court proceedings and providing front-line counter service.

**Key and Periodic Activities**

- Attends sitting of the court and takes minutes of proceedings, swears/affirms witnesses, marking and taking control of exhibits.
- Completes verbatim transcripts of court proceedings.
- Prepares and serves court orders, maintains and updates court data systems, forwards summary offense tickets and sets court dates.
- Types judge's documentation, exhibits log, books video conferences, performs back-up and storage of courtroom audio, balances cash, prepares daily deposits, processes mail, prepares invoices, prepares tickets for data entry, signs for documents and updates law manuals, files all documents.
- Searches for outside entities.
- Provides front-line services, including assisting the general public with completing documents, collecting all appropriate fees and payments, issuing documents.
- Liaises with all Provincial Courts, technology division, and the Sheriff's Office with respect to any problems or procedural and legislative requirements. Liaises and corresponds with law firms, police departments, and government agencies.
- May prepare and conduct training sessions.
- May order supplies.

**SKILL****Knowledge****General and Specific Knowledge:**

- Legal and court systems, operations, policies, procedures and applicable acts and legislation.
- Clerical and administrative procedures.
- Legal terminology.

**Formal Education and/or Certification(s):**

- Minimum: 2 to 3 Year specialized post-secondary Diploma in Office Administration.

**Years of Experience:**

- Minimum: 1 to 2 years of experience.

**Competencies:**

- Ability to take verbatim notes.
- Ability to provide advice to general public in a calm and clear manner.
- Administrative skills.
- Communication, organizational, analytical and interpersonal skills.
- Ability to exercise sound judgement with attention to detail.

**Interpersonal Skills**

- Interpersonal skills are used to listen to information, ask questions, provide routine information/advice, gain the co-operation of others and deal with upset or angry people.
- The most significant contacts are with employees in the immediate work area in the performance of day to day activities to run the court; employees within the department (i.e. crown, judges, legal aid, supervisors/managers) in the performance of day to day activities to run the court; and other federal/provincial representatives (i.e. RNC, RCMP). Most information before the court is laid by RCMP officers.

**EFFORT****Physical Effort**

- Work demands do not result in considerable fatigue, requiring periods of rest.
- Occasionally required to lift objects less than 10 – 25 lbs., such as boxes and court diaries.
- Occasional standing or walking to provide counter service to general public.
- Constant fine finger/precision work and sitting using a computer and answering telephone inquiries.

**Concentration**

- **Visual** concentration is a constant requirement and includes assisting the general public in completing documents, typing notes and transcripts, and inputting data into the system.
- **Auditory** concentration is required on a constant basis and may include listening to the general public/customers and others for information requests in-person and by telephone, monitoring digital recording equipment through headphones, and listening to pre-recorded audio to type transcripts.
- **Higher than normal levels of alertness and concentration** are required in the courtroom to incidents that require immediate action and inputting court proceedings, booking appointments, typing transcripts and notices of trial dates, preparing court orders, and preparing and depositing cash.
- There are constant **multiple deadlines and time pressures** when preparing court notes and updating system information. The majority of work performed is driven by the court schedule.
- **Exact results and precision** are required on a constant basis in the recording of court proceedings, trial dates, and preparation of court orders.

### **Complexity**

- Tasks and activities tend to be different and related, allowing for use of similar skills and knowledge.
- Typical complexities include preparing court orders, solving errors with recording equipment, scheduling conflicts, responding to general inquiries and typing pre-recorded transcripts in which recordings may be difficult to hear.
- Complexities can typically be solved by following procedures and guidelines. Requires understanding the problem and being able to select the appropriate action from procedures and guidelines.
- Typically can reference advice from colleagues, supervisors and judges, or by referencing specific rules, acts and legislation, and guidelines and procedural manuals.

## **RESPONSIBILITY**

### **Accountability and Decision-Making**

- Work tasks are generally prescribed or controlled.
- Decisions are typically made with regards to changing some trial dates, setting up court calendars and ordering office supplies.
- Requires approval for large purchases, requisitions for printing transcripts, changing ticket information, travel, and policy changes.
- Discretion is generally exercised within predetermined limits and procedures (i.e. issuing peace bonds, administering oaths, issuing processes, swearing of information). Some discretion and judgment is required to interpret directions and apply guidelines to make decisions (i.e. when providing information concerning a file/youth/family).

### **Impact**

- Generally has impact on immediate work area and customer/clients/general public
- Resources impacted include processes and systems, information, finances and corporate image.
- Work could either negatively or positively impact on properly recording court information and providing advice and guidance to the general public/customers. The most significant impacts are on clients/customers/general public and the information provided.
- Types and consequences of errors is if a warrant for person's arrest hasn't been recalled, once cancelled in court. This could result in the person being arrested illegally. If incorrect information is entered into the computer system, this could impact a person at a later date when the person applies for a pardon to have a record removed from the system.
- When documents are typed they are checked by other staff rather than the person who prepared the document, which mitigates the possibility of error. Consequences and/or errors are normally identified and resolved within hours of identification.

### **Development and Leadership of Others**

- Not responsible for the supervision of staff.
- Provides on-the-job advice, feedback, guidance, and on-the-job training to others, as well as checking/reviewing the work of others.

## WORKING CONDITIONS

### Environmental Working Conditions

- Requires use of Alarm System in Criminal Division when alarming situations occur. Special procedures and precautions must be followed when dealing with exhibits such as guns, ammunition and drugs.
- If court matters give rise to potential situations (physical danger or threats), contact is made with police officials.
- There is no likelihood of minor cuts, bruises, abrasions, injury, or illness causing disability.
- Work is performed in an office and court setting, where there may be occasional exposure to unusual/distracting noise, bodily fluids/waste (from court exhibits), lack of privacy, and travel (for circuit court).