

Superior Court of California, County of Yuba
Office Assistant – Bilingual
Grant Funded Self-Help Program

Position Code #		Job Category	FLSA Status	Pay Grade	Represented/Unrepresented	Date Established	Date Revised
Court Code:	UMC507A	Clerical	Non-exempt	\$10.36 per hour (plus \$150 per month bilingual pay)	Represented	March 2008	

Classification Definition

Under general supervision, this clerical-level position performs a wide variety of general clerical duties in support of the Family Law Department’s self-help programs. Incumbents may be supervised by the self-help attorney or the director of family court services. Incumbents are also responsible for using bilingual skills to assist with a variety of services provided by the Self-Help Center.

Distinguishing Characteristics

This is the entry- and journey-level of the office assistant series. This class is distinguished from the higher-level senior office assistant classification in that the senior level performs more difficult, complex, and responsible functions, and/or is responsible for assigning, directing, and reviewing the work of a small clerical unit. The entry-level office assistant position is distinguished from the secretary/judicial secretary classifications in that the secretarial classifications generally provide full secretarial support to judges and court administrators.

Examples of Essential Duties/Functions: *(The following essential functions and related tasks are normal for this position and are not to be construed as exclusive or all-inclusive. Other related duties may be assigned or required). Essential functions and related tasks include:*

1. **Provide Clerical Assistance in Support of the Self-Help Center**
 - Provide clerical support to the self-help attorney in assisting litigants not represented by counsel (in pro per) to expedite family law proceedings, including support, health insurance, and domestic violence matters;
 - Provide information to litigants, using bilingual skills;
 - Assists the self-help attorney to respond to public inquiries from English and non-English speaking individuals.

2. **Provide Customer Service**
 - Assist the public as directed.

3. **Perform Other Duties as Assigned**

Minimum Qualifications

Knowledge of: Basic clerical and office processes; computer operations and customer service processes.

Skilled at: Oral and written communications; performing duties with limited instruction; learning basic operations of JALAN/Court Case Management Systems; performing data entry and extraction for statistical and related reports; and, performing basic mathematic calculations (addition, subtraction, division, and percentages).

Ability to: Effectively interact with the public, supervisors, and others with whom they come in contact during the course of performing essential and non-essential functions of the job. Ability to type or keyboard at no less than 40 words per minute; establish and maintain effective working relationships with judges, attorneys and other courts and county staff; be non-judgmental and deal compassionately with persons in stressful situations; work and communicate effectively with pro per litigants of diverse education, ethnic and economic backgrounds. Must be able to pass the Yuba County bilingual test.

Required Education and Work Experience

High school graduate or any combination of training and experience that would likely provide the required knowledge, skills and abilities, including the knowledge of modern office practices and procedures; basic computer principals and applications; and correct English and bilingual language usage. A typical way to obtain the required knowledge and abilities would be an educational level that is equivalent to a high-school diploma, a minimum of six months of general clerical experience, and extensive public contact.

Desirable Experience: Legal experience.

License or Certificate: If required to travel, a valid California driver's license or ability to provide alternate transportation will be required; if medically documented under the Americans with Disability Act (ADA), AB2222, or DFEH guidelines as unable to operate a motor vehicle.

Physical Requirements: Essential functions and duties require the following physical skills and work requirements: mobility and manual dexterity to work in a standard office environment and use standard office equipment; vision to read handwritten and printed materials and a computer screen; hearing and speech to communicate in person and by telephone; and the ability to lift and carry items weighing up to twenty (20) pounds such as files, books or boxes of paper for distances up to fifty (50) feet. With prior approval, work assignments may include the need to occasionally work evenings and weekends.

The interactive process will be applied in considering approval of reasonable accommodation prior to and after employment, as required by law, and may be approved for otherwise qualified individuals who require and request accommodation.

THIS JOB SPECIFICATION SHOULD NOT BE CONSTRUED TO IMPLY THAT THESE REQUIREMENTS ARE THE EXCLUSIVE STANDARDS OF THE POSITIONS. EACH INCUMBENT DOES NOT NECESSARILY PERFORM ALL DUTIES. ADDITIONALLY, INCUMBENTS MAY BE REQUIRED TO FOLLOW INSTRUCTIONS AND TO PERFORM OTHER JOB-RELATED DUTIES AS REQUIRED.

The Superior Court of California, County of Yuba is an equal opportunity employer and encourages applications from all persons regardless of race, color, sex, sexual orientation, religion, age, national origin, ancestry, physical or mental disability, medical condition or marital status. In compliance with AB2222, DFEH, Americans with Disabilities Act and related California law, the court will engage in an interactive process to provide reasonable accommodation to qualified individuals with disabilities. To request accommodation, please notify Human Resources, (530) 749-7600, Option 8.