

**Superior Court of California,
County of Solano
Job Announcement**

SELF-HELP CLERK - Limited Term Assignment

RECRUITMENT # 2021-23

Salary: \$44, 411 - \$54,524 annually

Job Definition

Under general supervision, provides intake, screening, document preparation and other administrative support work, as necessary, in the Solano Legal Access Center (SLAC). Incumbents provide customers with procedural information, but they may not give legal advice. This classification is represented and is non-exempt from the Fair Labor Standards Act.

Bilingual skills in Spanish/English or Tagalog/English are highly desirable.

Essential Functions (Core Competencies), including, but not limited to:

- Greeting and assisting customers of the Solano Legal Access Center (SLAC), in person or by telephone, directing callers and scheduling appointments.
- Providing customers with factual information regarding forms, filing processes, fees, location of services, and other information resources, within the scope of authority.
- Reviewing case files and documents to assist in preparation of documents or to provide factual information to customers.
- Assisting self-represented litigants in courtrooms, or areas adjacent to courtrooms, at the direction of a judicial officer.
- Conduct searches in CLETS regarding specific parties.
- Using computers, and other common office equipment, to prepare documents and make sufficient copies for filing with the court case.
- Performing other related work as required by business needs.

Knowledge, Skills, and Abilities – The successful applicant will possess the following (KSAs):

Knowledge of:

- California Trial court system and legal terminology.
- California Family Code, Code of Civil Procedure, Civil Code, and other statutes related to work performed in SLAC.
- Judicial Council forms.
- Techniques for dealing with individuals from a variety of socio-economic, ethnic and cultural backgrounds, including those who may be emotional or confrontational.
- Journey level knowledge of Microsoft Office Suite or similar applications.

Ability to:

- Research, understand and explain applicable statutes, procedures, and rules to the lay public.
- Examine documents for accuracy, completeness, and conformity to requirements and to determine and take corrective actions regarding defects or errors identified.
- Exercise discretion and maintain confidentiality of information.
- Exercise sound judgment within general policy guidelines.
- Present information to large groups.
- Exhibit excellent time management skills.
- Organize and manage multiple tasks.
- Perform work with is assigned, scheduled and prioritized by others.
- Understand and implement verbal and written instructions.
- Write clearly and concisely.
- Communicate effectively verbally and in writing and interact with customers who may be in a stressful or emotional state.
- Operate standard office equipment, including personal computers.
- Prepare mathematical calculations accurately.

Educational and Work Experience Requirements

Possession of a high school diploma or its equivalent AND at least two (2) years of experience working as a Legal Process Clerk II (or equivalent) in a California trial court OR at least two years of experience working as a legal document preparer or equivalent.

Desired Qualifications

- Completion of at least 60-semester units or 90-quarter units at an accredited college or university.
- Bilingual in Spanish or Tagalog.

Physical Requirements and Work Environment

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- *Physical demands:* While performing the duties of this job, the employee is required to stand; walk; sit; use hands to finger, handle, pinch, pull objects or controls; reach with hands and arms; balance; stoop, kneel, or crouch; talk or hear. The employee may need to use stairs occasionally. The employee may routinely lift and/or move up to 10 pounds and may occasionally lift and/or move up to 25 pounds. The employee must have speech and hearing sufficient for communicating in person or by telephone or for presentations.
- *Work environment:* While performing the duties of this job, the employee is exposed to weather conditions prevalent at the time. The noise level and traffic level in the work environment are similar to a busy office.

Normal business hours for this position: Monday through Friday, 8:00 a.m. to 5:00 p.m.

Benefits Packages

Solano Superior Court employees are valued. The court offers an excellent benefit package:

- CalPERS retirement (specific benefit determined pursuant to the Public Employee Pension Reform Act of 2013):
- Participation in Social Security, Medicare and State Disability Insurance.
- Medical insurance (plans offered by CalPERS), dental insurance (HMO & PPO plans), and vision insurance with generous employer contribution toward premium;
- Supplemental retirement plan (457 deferred compensation plan through CalPERS);
- Flexible spending account for qualifying medical, dependent care or transportation expenses;
- Basic life insurance at no cost to employee; employees may purchase additional life insurance for self and dependents;
- Sick leave earned at approximately 12 days per year.
- Vacation earned at approximately 10 days per year, increasing to 15 days per year after 3 years, to 20 days after 10 years and 21 days after 20 years.
- Floating holiday of 2 days per year (may be prorated first year)
- Employee assistance program available at no cost to employee for self and dependents.
- Longevity pay after 10 years.

Recruitment Process

To be considered for this position, job applicants are required to submit:

- A completed official court application; and
- A completed supplemental application.

Applicants who are successful in the application packet-screening phase will move on to the next phase. A panel will conduct an oral interview. The panel will review and assess the degree to which each applicant demonstrates the required knowledge, skills, and abilities.

Eligible job applicants will be notified by phone or letter of the date and location prior to scheduling for the interview. An eligible list will be established, and referred to in filling future vacancies, up to six months after completion of this recruitment process. The court reserves the right to re-recruit rather than select individuals from the eligible list. Reference and background checks are required.

Official application forms and supplemental questionnaire are available on the court's Web site, www.solano.courts.ca.gov/employment. Applications and responses to the Supplemental Questionnaire in this announcement may be e-mailed to CourtHR@solano.courts.ca.gov. **All applications must be received** by noon on November 18, 2021.

Supplemental Application
for
Self-Help Clerk - Limited Term Assignment
Recruitment # 2021-23

INFORMATION AND INSTRUCTIONS

To acquire knowledge of your education, experience and training, the first phase of the selection process for this position will be a review of your application and supplemental application. The information you provide on the court's official application and supplemental application will be used to evaluate your overall qualifications for this position. Based on the results of this evaluation process, candidates will be invited to participate in the interview.

Using this supplemental application, you are required to describe your training and experience that qualify you for this position. You are to provide explicit, but concise, statements in response to each section. It is your responsibility to ensure that information you deem important to your candidacy is included in your responses. **Your response to each question is limited to the space provided on the page provided for each question.** In responding to each question, describe ***your own experience***. Do not list the functions of the unit in which your position was located. Do not list the responsibilities of the person to whom you reported. If you have assisted your supervisor or a lead staff person in carrying out functions or responsibilities, clarify how you assisted, and define the degree of authority you exercised.

Both the official court application and the supplemental application must be typed or legibly printed. **Résumés or referrals to a résumé in lieu of a response on this questionnaire are not acceptable.** Applicants submitting illegible or incomplete application packets will be disqualified from consideration.

CERTIFICATION

I certify that all statements made in this supplemental application were written by me are true and complete, and I understand that any misstatement of material fact(s) will subject me to disqualification.

Applicant Signature: _____ **Date:** _____

1. Please provide a brief description of your related educational and work experience that is relevant to the position for which you are applying. (***Be specific in describing your duties and the length of time you carried out these functions. Limit applicable comments in response to this question to this page.***)

2. Please list all computer hardware and software with which you are acquainted. Using a rating scale of “beginning,” “intermediate,” or “advanced,” describe your level of skill in operating computers and related software (i.e., Microsoft Word, Excel, and Microsoft Outlook, etc.). (*Limit applicable comments in response to this question to this page.*)

STOP!

DID YOU REMEMBER TO:

- 1. Sign the application?**
- 2. Sign and attach this supplemental application?**
- 3. Include your Equal Employment Opportunity Questionnaire? This information is used for statistical purposes only.**