

# JOB PROFILE

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*Court Services– Corporate and Human Resources*

## **Provincial Offences Court Clerk**

The successful candidate will carry out the daily tasks related to the Provincial Offences Court administration operations for the Guelph Court Service area with a focus on quality customer service and continuous improvement processes. Guided by the goals and objectives of the City of Guelph Strategic Plan and committed to the Corporate Values of integrity, excellence and wellness, the candidate will aid in the achievement of the Community Vision – to be the City that makes a difference.

**HOURS OF WORK:** 35 hours per week Monday to Friday between the hours of 8:30am and 4:30 pm.

### **DUTIES:**

- Carry out administrative functions of the Provincial Offences Court including processing payments on the ICON system, preparing notices of trial, summonses, probation orders and other court documents, scheduling court cases, preparing daily cash deposits, utilizing various ICON screens in reconciling payments, coordinating court interpreter services, maintaining office supplies, inventory and court records.
- Provide quality customer service, at the counter and on the telephone, to the general public, enforcement agencies and the legal profession with respect to inquiries regarding fines, court dates, status of charges before the court, times of court and court administrative procedures regarding fine payments, guilty pleas, re-openings, time limits, and forms to be completed.
- Provide administrative support services to the judiciary in respect of answering phones, taking messages and preparing necessary documentation for guilty pleas/re-openings and court orders including bench warrants and recognizance orders.
- Perform other related duties as assigned.

### **QUALIFICATIONS:**

- Experience related to the duties listed above, normally acquired through the completion of a Grade 12 Diploma and 1 - 2 years experience in a court administration environment. Candidates with an equivalent education and experience may be considered.
- Excellent written and verbal communications skills with the ability to communicate with all levels of staff, stakeholders and the general public.
- Intermediate skills in Microsoft Office (Word and Excel).
- Knowledge of the ICON system and knowledge of the Provincial Offences Act.
- Strong organizational skills with the ability to work both independently and in a team environment.
- Ability to work well under pressure, complete multiple task assignments and function effectively in a high-volume workplace with time restraints.
- Ability to deal effectively with contentious situations and to exercise discretion, judgment, diplomacy and confidentiality.
- Must obtain a satisfactory Police Records Check.
- Fluency in the French language would be an asset.

**\*THIS IS A SAMPLE JOB PROFILE.PLEASE VIEW THE “CAREERS/JOB” PAGE FOR CURRENT OPENINGS THAT WE ARE ACTIVELY RECRUITING FOR\***