

**SANTA CRUZ SUPERIOR COURT**  
**COUNTY OF SANTA CRUZ**



**JOB RECRUITMENT**

**Self Help Clerk**

**(Bilingual Highly Recommended)**

**APPLICATION DEADLINE:**

**November 24, 2021 at 5:00 pm**



### About the Position

The Superior Court of California, County of Santa Cruz is seeking qualified candidates to create an eligibility list for *Self Help Program Clerk*. This position is currently assigned to the Superior Court’s Watsonville courthouse location.

Under general supervision, the Self Help Program Clerk performs a variety of routine to specialized clerical and administrative support duties for a Self-Help program and performs other duties as required.

The *Self-Help Program Clerk* is a Spanish speaking support staff position performing clerical and administrative tasks in support of the Self-Help Center. This position is responsible for providing information on preparation of court filings and court forms, legal and court procedures, procedures related to the conduct of a hearing, including but not limited to small claims, civil, family law, unlawful detainer matters, restraining orders, guardianships, and name changes.

### About the Court

It is the mission of the Superior Court of Santa Cruz County to preserve and protect the rights and ideals of society through the interpretation and enforcement of the law and provide equal access to justice through quality service to the community. It is also the mission of the court to treat all persons in the judicial system with dignity and respect.



The Superior Court of Santa Cruz County has established a reputation as a leader in innovative court programs and as an organization committed to providing high-quality service to the public. The court consists of 12 judges, one commissioner, and approximately 125 employees, with an annual budget of more than 17 million dollars.

There are three court locations in Santa Cruz County: the main courthouse near downtown Santa Cruz, the Watsonville courthouse in downtown Watsonville, and the juvenile courthouse in the small, rural town of Felton.

### About Santa Cruz



Santa Cruz County has 275,897 residents and is situated at the northern tip of Monterey Bay, 65 miles south of San Francisco, 35 miles north of Monterey, and 35 miles southwest of the Silicon Valley. Its natural beauty is present in the pristine beaches, lush redwood forests, and rich farmland. It has an ideal Mediterranean climate with low humidity and sunshine 300 days a year. There are four incorporated cities within

Santa Cruz County: Santa Cruz, Watsonville, Scotts Valley and Capitola.

## Representative Duties

Positions in this class are located at the Self Help Center located primarily in Watsonville; however work may also take place at the Santa Cruz Court location, the San Benito Court location and other off site locations for community outreach. Examples of duties for the *Self-Help Program Clerk* include, but are not limited to, the following:

1. Assist the public in person and by phone; provide procedural information; answer questions and explain court filing processes and procedures, use of court forms, and basic rules of the program;
2. Assist individuals in locating material and information; take messages and/or direct customers to appropriate resources; provide general information on court policy and procedure;
3. Use of Computer software including, *Word, Excel, Outlook, Essential Forms* and applications that create court forms and documents; retrieve and access information; schedule and calendar cases and research various legal codes and rules of court;
4. Review new law, legislation, and policy; maintain updates to materials provided to the public;
5. Assist with the development of program advertising including news copy, flyers, and pamphlets; help coordinate and schedule special events, seminars, and workshops;
6. Prepare copies; review and prepare case folders and indexes; review orders and judgments for correctness prior to presentation to judges; review case files prior to court date to assure all necessary documents are presented and that proper legal procedures have been followed;
7. Act as a liaison with community service agencies;
8. Prepare statistical reports; track court performance data; provide technical assistance to staff; and perform other legal clerical assignments as directed;
9. Front desk reception duties including customer check-in, interviewing, and reviewing case history; and
10. General office duties including ordering supplies, and maintaining office organization;
11. Communicate effectively with employees and the public.

## Knowledge of

Thorough Knowledge of the following is required

- Modern office practices and procedures including filing, operation of standard office equipment, personal computers and preparation of business correspondence.

A working knowledge of the following is required

- Basic record keeping systems; current English usage, spelling and vocabulary;
- Customer service principles and practices;

- Ability to learn legal processes, court forms and documents, legal terminology, and rules of court;
- Ability to learn functions, procedures, services and jurisdiction of the court;
- Basic arithmetic including addition, subtraction, multiplication, and division;
- Time management and task prioritization principles and practices; and
- Effective communication and interpersonal skills.

Some knowledge of the following is required

- California statutes related to Superior Court procedures such as the Civil Code of Procedure, Penal Code, Vehicle Code, Welfare and Institutions Code, and Rules of Court;

**Ability To**

**Candidates for this position must have the ability to:**

- Understand, explain, and apply specific statutes, codes, laws, regulations and procedures;
- Prepare and process court documents;
- Maintain records and files; locate, identify and correct technical inaccuracies; enter data into a computer;
- Assist people from diverse socio-economic backgrounds in various emotional states, including self-represented litigants;
- Make presentations to groups, schedule and arrange events; ability to work independently; interview customers; and
- Understand each area of the law.

**Essential Functions**

Specific tasks and duties may vary between assignments, however, the following are considered essential functions expected of the *Self Help Program Clerk* classification:

- Frequent and ongoing use of a computer terminal to conduct a variety of clerical functions and communications;
- Regular contact with the public, judges, and employees in other court divisions, government agencies, with the ability to converse and respond appropriately to inquiries and requests;
- Regular lifting, walking, and carrying of boxes, equipment, furniture, files, and other court related materials. Incumbents must have the ability to lift and carry 25 lbs; and
- Work with time constraints and under pressure in some situations.

## Working Conditions

The office environment is professional, generally clean inside buildings with some exposure to dust, fumes, odors, and noise. Incumbents will be working under sometimes difficult and stressful conditions, with frequent deadlines and expectation to produce high-quality work under limited time constraints. Incumbents may encounter individuals who are angry or suffer from psychological impairments. The ability to deal effectively with a diverse population of people and to work independently as well as closely with others is required.

- All COVID changing protocols must be followed. Customers are assisted in person. Staff must be able to wear a mask during all working hours, up to about 9 hours a day, while also maintaining six feet and working through plexiglass.

## Minimum Qualifications

Candidates for this position must have the knowledge and abilities described above in order to be considered for the job. Additionally, candidates must also have the following qualifications:

1. A minimum of two (2) years work experience in customer service, legal assistance and/or court clerical fields; and
2. Ability to speak, write and understand Spanish.
3. Possession of a valid California driver's license.

Possession of a paralegal certificate from an institution acknowledged by the California Bar Association may be substituted for the one year of legal clerical experience. Completion of course work from a law school or completing major course work from an accredited college, university, or business school in a related field, may be substituted on a month-to-month basis, for up to six months of the required two years of experience.

*Submission to a background investigation is required upon conditional offer of employment.*

## Selection

Only those candidates who submit a completed application packet (**application and resume**) by **5:00 p.m. on November 24, 2021**, and who meet the minimum qualifications will be invited to participate in the written exam. Candidates who pass the written exam will be certified to an eligibility list from which the hiring manager will select candidates for interview once there is a vacancy.

## Compensation and Benefits

The position of *Self Help Program Clerk* is classified as a union represented non-exempt position that is compensated according to the following pay range:

**Hourly: \$23.28 to \$29.46**

*\*The bilingual differential for Level 1 is \$0.75 per hour.*

*\*The bilingual differential for Level 2 is \$0.95 per hour.*

*(The bilingual exams are conducted by Santa Cruz County and a passing grade is required in order to receive the bilingual differential pay listed above.)*

The Court offers a generous benefits package, which includes life insurance, a choice of health plans, a dental and a vision plan, membership in the California Public Employees Retirement System (CalPERS), paid holidays, and paid time off. Employees pay a portion of their own PERS retirement. Please contact HR if you would like more specific benefits information.

### **Application Materials**

Applications are available on our website: <https://www.santacruz.courts.ca.gov/> (by clicking the link for “Employment”). For additional information, please email the Court at [hrinfo@santacruzcourt.org](mailto:hrinfo@santacruzcourt.org) or call (831) 420-2275. The hearing impaired TDD# is (831) 429-5514. Application packets can be emailed to [hrinfo@santacruzcourt.org](mailto:hrinfo@santacruzcourt.org) or mailed to the following address:

Superior Court of California, County of Santa Cruz  
Human Resources Department  
701 Ocean Street, Room 110  
Santa Cruz, California 95060

The Superior Court of Santa Cruz County is an equal opportunity employer. Equal employment opportunity will be afforded to all qualified applicants or employees with respect to compensation and terms and conditions of employment, including hiring, training, promotion, transfer, discipline, and termination.