



**Class Code: 6568**

## **CLASS TITLE | MUNICIPAL SUPPORT CLERK**

**PAY GRADE: AT-28 | [www.cityoftulsa.org/pay](http://www.cityoftulsa.org/pay)**

**Effective Date: 01/31/2024**

**PURPOSE OF THE CLASSIFICATION:** Under general supervision manages the flow of cases and provides municipal court support while performing work as a judicial clerk, administrative bailiff, and compliance clerk; and other related assigned duties.

### **ESSENTIAL TASKS:**

- Perform daily activities to provide coverage for essential court positions
- Assists management in review of court procedures to determine efficacy and efficiency
- Acts as lead and trainer for all Judicial staff
- Assists supervisors and managers with special projects
- Stays informed about procedural best practices and assists Court Supervisors in exercising them
- Prepares and generates the final version of multiple court documents
- Prepares courtroom minutes, expunges paperwork, and responds to inquiries
- Researches and responds to open records requests
- Greets and assists internal and external customers
- Maintains a knowledge of all regular City of Tulsa Municipal Court policies, programs, and procedures
- Coordinate activities across all courtrooms
- Organizes court files while ensuring secure and accurate recordkeeping
- Direct the public to appropriate court programs, resources, facilities, and external agencies
- Recognizes citizens potentially eligible for specialty programs and makes referrals as appropriate
- De-escalates tense situations between internal and external customers and assists with security as needed
- Coordinates virtual appearance in the court room
- Must report to work on a regular and timely basis

**Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.**

### **QUALIFICATIONS:**

Training and Experience: Must meet one of the following options or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 100:

1. (a) Graduation from high school or possession of a General Educational Development Certificate (GED); **and**,  
(b) Five (5) years of experience relevant to the essential tasks listed in this job description, **or** other administrative positions; **or**,
2. (a) Completion of sixty (60) hours from an accredited college or university; **and**,  
(b) Three (3) years of experience relevant to the essential tasks listed in this job description, **or** other administrative positions

### Knowledge, Abilities, and Skills:

#### Knowledge of:

- Considerable knowledge of the legal process within the court system pertaining to case management and administration
- Good knowledge of the court system to ensure proper interface in managing records relevant to court dockets, expunges and appeals

#### Ability to:

- Work independently with distractions and interruptions
- Accurately document case activity and information regarding the disposition of cases
- Work under pressure and lead assigned staff



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- To maintain confidentiality
- Respond effectively to telephone calls regarding disposition or other information about cases with limited supervision
- Coordinate and communicate needs across courtrooms
- Understand and influence the behavior of internal and external customers

**Skill in:**

- Organizing, compiling, and recording information
- Time management
- Communicating to a diverse customer base

**Physical Requirements:** Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; occasional lifting, carrying, pushing, and pulling up to 20 pounds; subject to walking, standing, sitting, stooping, reaching, bending, kneeling, climbing, and handling; and vision, speech and hearing sufficient to perform the essential tasks.

**Licenses and Certificates:** None required.

**WORKING ENVIRONMENT:** Working environment is primarily indoors in an office setting and occasionally outdoors.

**EEO Code: N-06**

**Group: Clerical and Administrative**

**Series: Clerical**