CLASS TITLE | MUNICIPAL SUPPORT CLERK

PAY GRADE: AT-28 | www.cityoftulsa.org/pay

Effective Date: 10/21/2026

CLASS CODE: 6568

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:

- Performs daily activities to provide coverage for essential court positions
- Assists management in review of court procedures to determine efficacy and efficiency
- 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
- Coordinates 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
- Reports 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 criteria:

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 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
- 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