



Montgomery County Juvenile Court

Judge Helen Wallace
Judge Julie Bruns
Court Administrator Eric Shafer



Job Title: Case Processing Specialist Supervisor

Department: Intervention

Posting Closing: Until Filled

Position Location: 380 W. 2nd St Dayton, OH 45422

Job Type: Full-time

Salary: Based on experience/education

Shift: Varying first shift hours (rotating days off)

BENEFITS

Insurance: Comprehensive Health, Dental, and Vision Insurance; \$60,000 in basic life and AD&D coverage;

Paid Time Off: Paid Vacation, Sick Leave, Personal Leave, and Parental Leave

Retirement: Employer contribution to the Ohio Public Employees Retirement System (OPERS); Voluntary Deferred Compensation Plans offered.

Other: Tuition Reimbursement

DISTINGUISHING JOB CHARACTERISTICS

A Case Processing Specialist Supervisor is the contact person for Case Coordinators and Entry Specialists from Legal Services, and Deputy Clerks of Court for clerical issues that may arise. Case Processing Specialist Supervisor will screen or spot-check Case Processor work product, train new staff in that position and assist department administration as needed.

“In this position, you are an At-Will Employee serving at the pleasure of the Administrative Judge.”

QUALIFICATIONS

An appropriate combination of education, training, course work and experience may qualify an applicant to demonstrate required knowledge, skills and abilities. An example of an acceptable qualification is an Associates' degree with coursework or experience in general office practices, including typing and word-processing.

Ability to document identity and employment eligibility within three (3) days of original appointment as a condition of employment in compliance with Immigration Reform and Control Act requirements.

Interested candidates may apply online at <http://www.mcjcoho.org/job-openings/>

Human Resources, Montgomery County Juvenile Court, 380 W. Second Street, Dayton, OH 45422

Contact Info: hr@mcjcoho.org

AN EQUAL OPPORTUNITY EMPLOYER

POSITION DESCRIPTION

Montgomery County Common Pleas Court

Juvenile Division

CLASSIFICATION TITLE: Case Processing Specialist Supervisor

FLSA STATUS	Non-Exempt	EMPLOYMENT STATUS	Full-time
DEPARTMENT	Intervention Center	REPORTS TO	Manager(s)/ Director
PAY GRADE	A17	WORK SCHEDULE	40 hours per week
CIVIL SERVICE STATUS	Unclassified		

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ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to satisfactorily perform each essential duty listed below. Reasonable accommodations will be made for disabled persons, covered by the Americans with Disabilities Act, in accordance with its requirements.

Supervise the work of staff to ensure adherence to quality standards, deadlines, and proper procedures, correcting errors or problems. Resolve customer/staff complaints and answer customer/staff questions regarding policies and procedures. Provide staff with guidance in handling difficult or complex problems or in resolving complaints and or disputes. Discuss job performance problems with staff to identify causes and issues and to work on resolving problems and recommend appropriate personnel action. Train or instruct employees in job duties and company policies or arrange for training to be provided. Develop or update procedures, policies, or standards. Design, implement, and evaluate staff training and development programs, customer service initiatives, and performance measurement criteria.

Performs general clerical duties related to the preparation and processing of complaints and case files. Processes and notarizes/affirms delinquency and unruly complaints presented by Prosecutor’s Office, law enforcement agencies, school representatives, and Assessment Specialists. Inputs data regarding a youth’s charge(s) and demographics into the Juvenile Court System. Assigns case numbers and generates the proper paperwork. Creates the official file, inserting appropriate paperwork for each youth. Dockets case on Judge/Magistrate’s calendars and routes cases to the appropriate designation.

CPS will process all mail-in and walk-in referrals received by the Intervention Center. Will enter referrals in the Juvenile Court System from various law enforcement agencies and or the public. Generates correspondence to parent(s)/guardian(s) of youth for conference scheduling and referrals for services. Mails out the Victim Impact Statement as applicable. Prepares computer entries for expungements, certifications, abortion by-pass, marriage consents and other cases. Types Intervention Center procedures and miscellaneous memorandums and documents as requested by Administration and/or Assessment Specialists. Transcribes home study investigation reports. Types Violation of Court Orders for Electronic Home Monitoring Program and enter into the system.

Answers telephone calls from general public, parents, law enforcement agencies, and other court staff. Routes calls, provides routine information to inquiries and takes messages.

Copies documents to prepare cases for mediation, and to provide clerical support for case file processing function.

May be called upon to operate control panel to allow access to persons in and out of secured area; validate identification; pass out keys to detention staff and collect them when staff exits; distribute visitor passes to parents of detained youth; verify identification; and observe youth in individual holding rooms.

OTHER DUTIES AND RESPONSIBILITIES

Order supplies.

SCOPE OF SUPERVISION

None.

EQUIPMENT OPERATED

Computer; printer; stamp machine; notary seal; Dictaphone; typewriter, telephone, fax machine, copier, and other general office equipment; transcriber, electronic doors and control panel; security cameras; 2-way radios; intercom system.

CONTACTS WITH OTHERS

Attorneys, law enforcement officers, juveniles; parents; counselors; social service agencies; court staff; Probation Officers; Prosecutor's Office; Magistrates; Judges.

CONFIDENTIAL DATA

Everything processed through the Intervention Center is considered confidential data. Juvenile social and delinquency/unruly history, personal files and records; medical, psychological and substance abuse reports; information regarding youth's home and personal life; demographic information; Juvenile Court, Prosecuting Attorney's and Juvenile Court Detention databases; Adult Probation PSIS; law enforcement police reports; DYS information; non-public information contained in personnel records; adult records via DPD, MCSO, and Ohio BCI record checks.

WORKING CONDITIONS

Good working conditions but with exposure to detained youth in a secured setting.

USUAL PHYSICAL DEMANDS

While performing duties of this job, the employee will be required to have unassisted mobility throughout the department for an entire shift. The employee exhibits digital dexterity in hand-eye coordination while performing typing and other tasks. This position requires computer data entry, typing skills, hand-eye coordination and the filing and processing of documents throughout the Court. Vision demands include close relatively detailed vision when typing and using computer screen. One may be called upon therefore and must be able to maintain visual and auditory surveillance of youth and of the facility and to verbally

communicate with other Court personnel, youth in the facility and the public in person, by telephone, and by e-mail.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of: Juvenile Court process; general office practices and procedures; general legal terminology; English word usage; spelling; sentence structure; punctuation; case flow process; and management principles.

Ability to: apply standard clerical procedures to Court process; apply management principles as needed: maintain confidentiality of confidential and sensitive subject matter; work independently; exhibit a pleasant telephone manner; answer routine inquiries; establish and maintain effective work relationships with associates and job contacts; exhibit good organizational skills; and handle sensitive inquiries from and contacts with officials and general public.

Skill in: operation of computer; application of job related software programs; routine typing; word-processing; data entry; filing documents in alphabetical, numerical and subject order; oral and written communication; operating general office equipment.

QUALIFICATIONS

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LICENSURE OR CERTIFICATION REQUIREMENTS

None

This job description in no manner states or implies that these are the only duties and responsibilities to be performed by the employee filling this position, who will be required to follow instructions and perform any duties required by the employee's supervisor or designee.

MANAGEMENT APPROVAL

Director Date

EMPLOYEE UNDERSTANDING AND AGREEMENT

Employee Date

8/1/2024