KING COUNTY

CUSTOMER SERVICES SPECIALIST II
DEPARTMENT OF JUDICIAL ADMINISTRATION
Hourly Rate Range $15.32 – $19.42
Job Announcement: 05WM5560
OPEN: 10/12/05 CLOSE: 10/25/05

WHO MAY APPLY: This position is open to King County career service employees and the general public.

WHERE TO APPLY: Required forms and materials **must** be sent to: **516 3rd Ave, Room E-609, Seattle, WA 98104**. Applications materials must be received by 4:30 p.m. on the closing date. (Postmarks are NOT ACCEPTED.) Contact Denise Millard at (206) 296-7891 for further inquiries. ***PLEASE NOTE:*** Applications not received at the location specified above may not be processed**.**

FORMS AND MATERIALS REQUIRED: A King County application form, resume and letter of interest detailing your background and describing how you meet or exceed the requirements are required.

WORK LOCATION: 516 3rd Ave., King County Courthouse, Seattle, WA

WORK SCHEDULE: This position is overtime eligible. It works a 40-hour work week; Monday through Friday, 7:30 a.m. - 4:30 p.m.

PRIMARY JOB FUNCTIONS: This position under general supervision will provide the public, court, attorneys and other sections within the Department the superior court files. The person in this position will also be required to perform duties as indicated below:

- Locate and retrieve files, videotapes, audiotapes and exhibits for customers.
- Use a computerized system to keep an inventory and location for each file.
- Assist customers with operating self-service computers, copiers, microfiche and microfilm equipment.
- Use cash register to calculate and account for daily transactions.
- Re-file records used each day.
- Screen for proper release of confidential information.
- Back-up Courier
- Back-up Court Clerk

QUALIFICATIONS: High school diploma or equivalent. Minimum two years of general office experience performing a variety of responsible complex duties of moderate difficulty, in positions that involved independent judgment and extensive knowledge of policies, procedures and responsibilities of an office. Ability to maintain punctual and regular attendance. Ability to type 30 wpm.

Must also have demonstrated knowledge or ability in the following areas:

- Word for Windows and Excel.
- Cash receipting.
- Strong and effective communication and interpersonal skills.
- Prioritize and organize workload.
- Handle multiple tasks simultaneously.
- Work effectively in a team environment.
- Provide excellent customer service to the public in situations requiring tact, discretion and diplomacy.

NECESSARY SPECIAL REQUIREMENTS: Valid Washington State Driver's License. Ability to stand or sit all day. Repetitive use of hands and wrists, reach 7' and crouch to the floor, lift 50 lbs, physical clearance required. No felony convictions in the last 7 years.

CLASS CODE: 8402 **SEQUENCE NUMBER: 0049**