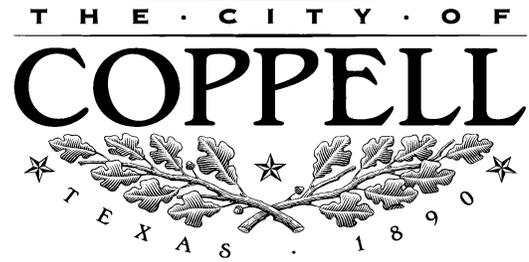


**Position:** Municipal Court Community Programs Coordinator

**Status:** Non-Exempt

**Rev. Date:** January 1, 2011

**Level:** 2



## **JOB DESCRIPTION**

### **Basic Function**

The City of Coppell Municipal Court Community Programs Coordinator is responsible for the maintenance and operation of the Coppell Teen Court Program and Adult Community Service Program. This position also coordinates juror summons and service. This position typically works Monday-Friday, 8:00am-5:00pm, including some scheduled overtime or compensatory time to operate Teen Court.

### **Essential Job Functions**

- Maintain and document all procedures and procedural changes pertaining to the Teen Court and Adult Community Service programs.
- Ensure teen volunteers receive proper training; oversee all teen court volunteers.
- Promote teen court at public functions and conduct school visits to enlist volunteers.
- Update and maintain master list of community service locations and their contacts; exploit possible new locations for community service.
- Visit community service locations to ensure volunteers are performing assigned duties.
- Manage and update public information resources, such as the phone system, C-LINK, and the website.
- Issue juror summons and coordinate jurors for trials.
- Perform other related duties as requested, assigned or instructed.

## Technical Competencies

Knowledge and ability to correctly apply professional/specialized expertise; skillfully manage information; properly use tools, equipment and technology; effectively allocate resources; proactively identify and resolve issues; consistently make sound decisions; correctly execute policy processes and procedures; strictly adhere to/enforce safety polices; consistently produce quality results; proactively plan and organize; consistently provide exceptional customer service.

## Human Competencies

**Motivation of Self & Others:** We demonstrate a core desire to serve the Public and the Organization through our commitment, passion, initiative and drive.

**Leadership of Self & Others:** We motivate, inspire and influence others to strive towards excellence by being participatory, positive, accountable, team focused, influential in goal achievement, and empowering.

**Service –Oriented:** We behave in a friendly and professional manner centering on a desire to address the needs of internal and external customers while respecting their rights and dignity by being people-oriented, helpful, understanding and compassionate.

**Trustworthy:** We earn the confidence of others by demonstrating both the character and the competence to fulfill our obligations with both integrity and honesty along with ethical, credible behavior.

**Relational:** We establish trust, cooperation, mutual respect and support with an objective to improve relationships by valuing diversity and being diplomatic/tactful, cooperative, empathetic, broadminded, flexible, respectful and compassionate/caring.

**Communication:** We exchange information and ideas in a manner which results in mutually supported decisions for the greater good by sharing thoughts & feelings, and through persuasiveness, assertiveness, empathic listening, conflict resolution and deliberating/debating.

**Emotional Maturity:** We demonstrate the ability to manage and monitor our emotions and to assess the emotional state of others by understanding stress management, balance and consistency.

**Development of Self & Others:** We are committed to improving the knowledge, skills, personal qualifications and performance of ourselves and others through coaching, counseling/discipline, delegation and self-development.

## Conceptual Competencies

**Organizational Awareness:** We are aware of the Organization's structure and culture for how we do business by understanding organizational structure, departmental impact on organization, interdepartmental relations, organizational culture, organizational development and leadership style.

**Global Awareness:** We stay informed of issues and trends that may impact the Organization by understanding intergovernmental relations, political awareness, and media/public relations.

**Community Awareness:** We have a sense of the community's culture and its impact on service delivery by understanding purpose of service, citizen/stakeholder expectations, demographics and branding.

**Professional Insight:** We thoroughly understand our particular professions and apply the principles and ethics required in the professions' service delivery by applying principles, professional ethics and by understanding futuring/profession trends, legal implications and resource planning.

**Innovation:** We successfully implement ideas that improve and/or add value to service delivery through creative thinking, risk taking, continuous improvement and by being quality minded and a change agent.

**Critical Thinking:** We actively and skillfully conceptualize, apply, analyze, synthesize, and evaluate information to reach a sound answer or conclusion by understanding issue/problem identification, analysis, consequences, and by balancing decision factors.

**Visioning:** We understand the future direction of the Organization and understand the efforts and processes needed to achieve it through goal setting and by following the mission/values.

### **Skills/Abilities**

The Municipal Court Community Programs Coordinator must be able to work closely with others as part of a team of court officials. The Coordinator must perform multiple tasks simultaneously, which include direct contact with the general public and operating under strict time pressures. This employee frequently interacts with the general public and must have the ability to communicate using the English language verbally and in written correspondence. The ability to remain calm and apply rational thinking in emergency situations is essential.

### **Physical Requirements**

In order to successfully perform the daily tasks of this position, the employee needs to be able to: lift and carry various objects and equipment weighing up to 25 pounds for a distance up to 10 feet; exert a pull/push force up to 25 pounds; and employ various static and dynamic postures such as standing, walking, forward and overhead reaching, handling (gripping & grasping), fingering, turning, talking, hearing, near and far acuity, depth perception, peripheral and color vision, sitting, squatting, kneeling, bending, stooping, twisting, balancing, climbing ladder/stairs, and bending.

### **Knowledge**

The Municipal Court Community Programs Coordinator must have general knowledge of the law and criminal procedures, specifically in the case of minors. This employee must have excellent working knowledge of a personal computer and effective record keeping and filing techniques.

### **Experience**

The Municipal Court Community Programs Coordinator must have a Bachelors degree in criminal justice, social sciences or a related field and at least three (3) years of experience in a government court environment. Customer service experience, Court Clerk certification and bilingualism are additional desired traits.

### **Working Environment**

The Municipal Court Community Programs Coordinator performs tasks in an office environment and a courtroom setting that may expose the employee to noise.

### **Reporting Relationship**

The Municipal Court Community Programs Coordinator reports directly to the Administrative Support Supervisor and indirectly to the Court Administrator.

**In accordance with the ADA, the City Of Coppel is willing to consider any reasonable accommodation.**