

**Alaska Court System
Class Specification**

RURAL COURT TRAINING ASSISTANT I

Range: 14

EEO4: 2

SOC: 13-1151

Class Code: C4204

Definition:

Under general direction, a Rural Court Training Assistant (RCTA) I provides training on clerical and technical functions to Deputy Clerks and other court employees in rural courts in such areas as case processing, customer service, and accounting procedures.

Distinguishing Characteristics:

Positions in the RCTA series provide training in a wide variety of subjects to court employees in rural courts.

The RCTA I is responsible for training court employees in clerical and technical procedures.

The RCTA I is distinguished from the RCTA II in that the RCTA II provides training in the administrative, technical and clerical functions to Magistrates, Clerks of Court, and Deputy Clerks in a wider variety of subjects. The RCTA II also serves as a substitute Clerk of Court or Deputy Magistrate.

Complexity of Tasks: An RCTA I participates in the implementation of programs designed to promote efficient daily operation of the rural courts.

Independent Judgment: Duties of an RCTA I require independent judgment in applying sound fiscal, case management, and management policies and procedures.

Supervision Received: An RCTA I works under the general direction of the Area Court Administrator (ACA) and in cooperation with the CMS Team. Supervision is specific in terms of goals and objectives.

Supervision Exercised: An RCTA I is not typically assigned supervisory responsibilities.

Examples of Duties:

Provide training in civil, criminal, and minor offense case processing; case management; accounting procedures; case scheduling; office organization; record management; and customer service.

Provide long distance assistance to rural court staff. Act as a troubleshooter, answer questions, or refer rural court staff to the appropriate source for information. Answer questions regarding Windows applications. Install upgrades and new releases of software.

Assist with the implementation of the CMS in rural courts. Provide helpdesk support to users in resolving problems associated with the CMS, including CourtView, CourtSmart and Trakman. Assist with the conversion of data and implementation of the CMS in the rural courts: CourtView, Trakman, and InfoView. Provide training in the use of these systems.

Work with users to identify ways to better utilize the CMS and to make procedures more efficient. Work with outside agencies to identify appropriate system interfaces. Attend committee meetings and assist in the development of forms used in the CMS.

Monitor district and individual training plans for rural court clerical staff. Ensure training plans are completed and on schedule. Periodically assess an employee's ability to continue with training plans as scheduled or recommend adjustments as needed.

Review new or revised court procedures for applicability to rural court clerical, administrative, and accounting functions. Disseminate new procedures to rural court staff and assist with training. Respond to questions and inquiries. Prepare memos for proper implementation of new procedures.

During visits to rural courts, independently review court functions and procedures for compliance with court system rules, policies, and procedures. Identify problems and recommend corrective action to the ACA.

Draft instructional training materials for rural court staff. Coordinate with administrative training staff and other RCTAs when preparing and presenting new or revised training material.

Assist in training rural court magistrates in clerical responsibilities in cooperation with the ACA, magistrate services, and district training judges. Assist the training judges in implementing individual and district training plans for magistrates and deputy magistrates. Assist training judges in the annual evaluation of the clerical duties of rural court magistrates.

Recommend changes to court system rules, policies, and procedures based on a review of rural court procedures. Draft recommended changes to procedures for the ACA.

Assist Clerks of Court in evaluating the performance of rural court staff.

Provide recommendations for equipment and facility needs in rural courts.

Assist the ACA in planning and facilitating monthly teleconferences with Clerks of Court.

Provide technology support to rural courts by responding to user questions. Interpret inquiries to determine if problems are related to hardware, software, or inappropriate action by the user. Document and distribute updates to computer systems.

Train users in trial court case management systems, Windows programs, and digital audio recording systems. Train and assist users in creating reports from the trial court case management system.

Keep current on technological advances. Attend training seminars offered internally or externally to the court system.

Serve as an emergency back-up Deputy Clerk during vacancies or extended absences.

Assist in planning the annual Clerk of Court conference.

Participate in magistrate teleconferences and share information on administrative or clerical responsibilities.

Serve as a member of a hiring panel for rural court positions.

Positions in this job class require frequent travel to rural courts.

Knowledge, Skills, Abilities:

An RCTA I requires knowledge of:

- Alaska Court System policies, procedures, and rules.
- Common desktop computer applications such as Word, Excel, and Outlook.
- CMS applications such as CourtView, CourtSmart, Trakman, and InfoView.
- The problems and needs of rural communities.

An RCTA I requires skill in order to:

- Effectively train others in a rural court environment.
- Communicate orally and in writing in an appropriate manner for a rural court environment as well as with statewide administration.
- Deal with situations requiring tact, flexibility, and good judgment.

An RCTA I requires the ability to:

- Learn rural court operating needs, priorities, and workflow.
- Identify problems and recommend solutions.
- Interpret court policies and procedures.
- Work effectively with court employees and members of the public in a rural court environment.

Minimum Qualifications:

A high school diploma or General Educational Development (GED) certificate AND two years of advanced clerical or technical work experience with the Alaska Court System, a legal office, or a justice agency. The required advanced clerical or technical work experience is met by service such as a Deputy Clerk II, Deputy Clerk III, Clerk of Court, Chief Deputy Clerk, Legal Technician, Administrative Assistant/Judicial Assistant, or Court Supervisor with the Alaska Court System, or equivalent experience with another employer.

OR

A high school diploma or General Educational Development (GED) certificate AND two years of work experience in which a primary responsibility was the maintenance, administration, and operation of a case management system.

Note: Experience in a rural court is preferred.

09/09 – Original

10/13 – Revised, remove MQQ's

08/14 – Revised, SOC