

VERMONT JUDICIAL BRANCH
CENTRALIZED SERVICE ANALYST

Unit: Statewide, CAO

Supervisor: Clerk, COM or Manager

Job Code: 93752J

Exempt/Non-exempt: Non-exempt

Pay Grade: 21

Union Eligible: Yes

PURPOSE:

This position provides specialized services in supporting state-wide Judicial operations and delivering comprehensive services to litigants. Advanced clerical and procedural work with occasional role as team lead in supervisor's absence. The work is complex and requires knowledge of legal practices and procedures and specialized computer skills. Although assigned duties are similar to those of less senior clerical positions, this position is differentiated by the degree of independence and responsibility for various projects and programs. Work is performed under the general supervision of an administrative superior.

ESSENTIAL JOB FUNCTIONS:

- Specialized clerical, administrative, analysis and data entry work with a focus on providing customer service on a statewide basis.
- Perform duties in a fast-paced, sometimes pressurized environment and maintain tact and professionalism even when interacting with difficult customers.
- Act as subject matter expert in one or more fields which may include Odyssey case management system, rules of electronic filing, Rules of Public Access to Court Records, docketing in multiple divisions (Criminal, Family, Civil, Environmental or Probate), language access, jury administration and dispensing legal information.
- In the fields outlines above, efficiently process a high volume of case filings, language services, jury summons and legal information.
- Employ attention to detail and methodical approach to ensure all work is in compliance with Rules and Statutes to ensure standardized business practices are followed.
- Respond to customer errors with instruction or training on how their errors may be corrected.
- Maintain excellent customer interaction by providing information and assistance over Email, correspondence and other forms of contact.
- Support, mentoring and training for less-senior staff.
- Identify the need for and assist with the development and review of job aids, standardized forms, procedures, instructions and other materials designed to meet customer and internal needs.
- Solve standard customer problems by gathering information, assessing options and delivering the most appropriate solution.
- Escalate issues and obstacles to supervisors according to established procedure.
- Participate on committees and projects as requested.

OTHER DUTIES AND RESPONSIBILITIES:

- This position is responsible for all duties defined and other duties as assigned such as training other employees.
- The job entails the operation of various types of electronic equipment and new equipment may be introduced at any time.

The above statements provide the general nature and level of work performed by employees of this classification. It is not intended to be an exhaustive list of all the responsibilities, duties and skills required of this classification. Actual assigned duties may differ due to the varying needs of the Judiciary.

MINIMUM QUALIFICATIONS, JOB SKILLS AND ABILITIES:

(Required to perform the essential functions of the job.)

Associates' degree AND three (3) years or more of experience in directly related customer service, additional college education may be substituted on a 6-months for semester basis;

OR

High School diploma or equivalent AND five (5) years or more of experience in directly related customer service.