



SECOND JUDICIAL DISTRICT COURT

WASHOE COUNTY
STATE OF NEVADA

How to Apply

A complete application packet will consist of the following:

- District Court Application [HERE](#)
- Cover Letter
- Resume
- 3 Professional References
- Education Verification
(proof of highest degree completed)
Providing diploma or unofficial transcripts are common methods of verification.

We do not accept resumes in lieu of the District Court Application

Direct application packet to:

SJDC Human Resources
775-328-3405 (phone)
775-325-6601 (fax)
HR@washocourts.us

Mail

Second Judicial District Court
75 Court Street
Reno, Nevada 89501



*The Second Judicial District Court is an
Equal Employment Opportunity
Employer*

Deputy Clerk Lead – Resource Center & Protection Order Help Center

\$71,531.20- \$92,996.80 annual salary (DOE)

Plus a comprehensive benefits package

Announcement: July 11, 2024

Filing Deadline: Applications must be received not later than Thursday, August 1, 2024, by 5:00 p.m. (PDT). Mailed applications must be postmarked by this date.

Interested applicants should apply online at <http://www.washocourts.com>.

THE DISTRICT COURT

The Second Judicial District Court covers all communities within Washoe County and is part of the judicial branch of government. The District Court occupies two courthouses located in downtown Reno. The General Jurisdiction’s historic courthouse proudly displays a copper dome lined with magnificent stained glass. The Family Division is located in a multi-court complex. Its footprint lines the banks of the Truckee River.

The Second Judicial District Court is a collaborative partner within Washoe County. Community outreach initiatives and public access to justice are on the forefront of the Court’s mission. The District Court team is dynamic, boasts a wide range of expertise, and appreciates diversity.

Washoe County is a vibrant community. With world renowned Lake Tahoe nearby, residents enjoy its beauty all year long. The City of Reno offers all the benefits of a city while maintaining its small-town atmosphere. Washoe County is truly a great place to live.

Learn more about how you can join our team!

POSITION DESCRIPTION

The Resource Center and Protection Order Help Center in the Second Judicial District Court provide access to justice for all court users by providing a mechanism for filing court documents, creating and maintaining an accurate court record, making public court records accessible and directing the public to available resources. Under the supervision of an Assistant Court Administrator and the Litigant Services Manager, this position performs administrative support impacting the general business operations of the Resource Center and Protection Order Help Center.

SUPERVISION EXERCISED

Serves as a team leader for the Resource Center and Protection Order Help Center.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Serves as a team leader by answering the most difficult questions, responding to and resolving complex inquiries, and managing staff coverage.

Refers the public to available court and community resources.

Ensures efficient and timely business operations of assigned area. Recommends operational changes to Resource Center and Protection Order Help Center business practices.

Serves as a primary resource regarding court policies, procedures, objectives, and operational functions in the Resource Center and Protection Order Help Center; responds to inquiries in person, by telephone, and by chat; provides information utilizing sound judgement, knowledge, and interpretation; resolves complaints.

Assists the Litigant Services Manager in developing parameters for training steps of incoming Deputy Clerks. Provides continuing training for all Resource Center and Protection Order Help Center Deputy Clerks.

Participates in staff meetings including facilitation of group discussions. At the direction of the Litigant Services Manager, will explain and answer questions on business practices.

Assists with staff scheduling including break and lunch coverage and provides back up coverage for the teams as required.

Makes recommendations concerning policies and procedures. May be required to present those recommendations to impacted departments and staff.

May be required to review legislation, rules, and policies that affect areas of assignment.

Maintains accurate spreadsheets and tracking forms. Prepares workload statistics from tracking tools.

Participates in the development of goals, objectives, policies, and priorities for the assigned functions; identifies service needs; and assists with the implementation of policies and procedures.

Establishes, builds, and maintains high levels of customer service.

Assists with the development of short-and long-term plans for Resource Center and Protection Order Help Center operations. Monitors and evaluates the efficiency and effectiveness of Resource Center and Protection Order Help Center business practices and procedures, identifies opportunities for improvement, and directs the implementation of those changes under the leadership of the Litigant Services Manager.

Participates in the division of work assignments, including filing various court documents, forms, records, and other materials in the Court's case management system; maintains and updates computer information; and assists Court personnel in locating files and documents.

Develops and maintains a system for tracking physical case files, ensuring those files are scanned and imaged, and preparing those files for shredding in accordance with statutory and court guidelines.

Assists with general Resource Center and Protection Order Help Center operations including ordering departmental supplies and maintaining inventory.

Assists with the daily distribution of cash bags and the reconciliation of cash bags at the close of business.

Maintains open communication with the Litigant Services Manager. Keeps the Litigant Services Manager apprised of all circumstances impacting the department.

Serves as the backup upon the request or absence of the Litigant Services Manager.

Performs related duties as assigned.

JOB-RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of methods and techniques used in dealing with the public.

Knowledge of legal terminology and forms used in legal clerical work including formatting requirements of Washoe District Court Rule 10.

Knowledge of legal procedures and practices involved in processing and filing a variety of court documents.

Knowledge of project management techniques and principles of supervision and training.

Knowledge of correct English usage, spelling, vocabulary, grammar, and punctuation in both written and verbal formats.

Knowledge of modern office practices, methods, and computer equipment.

Knowledge of the methods for tracking the process of bar coding, imaging, and quality assuring all court case files prior to file destruction.

Knowledge of electronic filing process and the e-Flex system.

Knowledge of the case management system and data entry procedures.

Ability to research applicable statutes, procedures, and rules.

Ability to understand the operations, services, and activities of the assigned project areas in the Resource Center and Protection Order Help Center.

Ability to interpret and implement Court policies and procedures.

Ability to use virtual meeting platforms, such as Zoom.

Ability to implement Litigant Services Manager's policies and procedures to accomplish established goals and objectives and optimize efficiency.

Ability to lift and move objects weighing up to 50 pounds.

Ability to maintain accurate records and prepare reports.

Ability to maintain effective working relationships with the general public, colleagues, and representatives of other departments.

Ability to analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.

Ability to work independently and to exercise good judgement, initiative, flexibility, creativity, and sensitivity in response to changing situations and needs.

Ability to ascertain the difference between legal advice and legal procedure.

Ability to manage a cash drawer and handle money.

Ability to perform both routine and complex Resource Center and Protection Order Help Center duties.

Ability to communicate clearly and concisely, both orally and in writing.

Ability to perform the functions of the position in a traditional office environment.

EDUCATION AND EXPERIENCE

Experience

Three (3) years of increasingly responsible experience performing legal processing or administrative support including two years in a leadership capacity or performing progressively responsible duties.

Education

Two-year degree in a related field or the equivalent combination of education and experience.

Preferred

Four-year degree in a related field.

Experience using Outlook, Word, Excel, Adobe, and specialized database software.