

INTERNAL/EXTERNAL

ADMINISTRATIVE OFFICE OF THE COURTS

POSITION ANNOUNCEMENT #24-63

| Location | Position Available | Salary Range | Closing Date |
|-------------------------------------|---|------------------------------------|-------------------|
| Information Center (Concord, NH) | Information Center Representative I (Part-Time) | \$18.25-\$26.73 Labor Grade: 14 | Open until filled |

The normal workday for Judicial Branch employees shall consist of 7.5 hours per day with work normally performed between the hours of 7:30 a.m. to 5:00 p.m. Monday through Friday; however, the normal workday may be adjusted based on the needs of the court location.

Employees hired for this position may be required to attend new employee orientation in Concord, NH prior to beginning their job at their assigned judicial branch location. Mileage reimbursement will be paid pursuant to the Personnel Rules or, if represented by a union, the collective bargaining agreement.

This position is included in a collective bargaining unit represented by the State Employees Association of NH, SEIU Local 1984.

IF YOU ARE INTERESTED IN APPLYING FOR THE POSITION ABOVE

Step 1:

- Print application from the *HR Job Postings* page on the website <https://www.courts.nh.gov/sites/g/files/ehbemt471/files/documents/2021-04/nhjb-2099-dfps.pdf>

(Applications are required. Resumes may be submitted to supplement the Application, and should be sent in the same fashion as described in step 2.)

Step 2:

- e-mail application to: applications@courts.state.nh.us
- or fax application to: (603) 513-5454
- or mail application to: Administrative Office of the Courts
One Granite Place, Suite N400
Concord, NH 03301

JOB DESCRIPTION

INFORMATION CENTER REPRESENTATIVE I - Regular, part-time position working in the New Hampshire Court System, subject to the sufficient and continued funding of the Judicial Branch by the Legislature.

DEFINITION OF WORK

This is experienced, administrative, telephone and computer-based work in the New Hampshire Court System. Work involves providing answers to general and specific case related questions to self-represented parties, attorneys and others. The Representative will assist callers by telephone and possibly by electronic means.

The Information Center Representative I must acquire and maintain an understanding and working knowledge of court process regarding case types and administrative policies, Odyssey case management data entry, and rules and procedures related to court operations. The ICR I must understand the impact of attitude in handling calls professionally and must effectively deal with distressed callers. The person in this position must maintain effective and cooperative working relationships with members of the legal profession, social service agency

personnel, court personnel and the general public. This position requires accurate clerical data entry for call follow-up recording purposes and may require performance of other centralized clerical functions as needed. Individuals in this position may be required to travel to other locations as a necessary requirement of the position. Individuals in this position are subject to transfer or reassignment.

This position is distinguished from the Information Center Representative II position by the training and coaching responsibilities of the amount of court experience possessed, and the amount of knowledge of court policies, rules, procedures and forms.

REPORTING LINES

The Information Center Representative reports to the Information Center Manager and has no employees under his/her direct supervision.

ESSENTIAL FUNCTIONS (EXAMPLES OF WORK PERFORMED)

(Any one position may not include all of the duties listed, nor do the examples cover all the duties which may be performed.)

Supports and provides superior telephone service by responding to questions directed to the Information Center.

Works collaboratively with other Information Center personnel to resolve caller inquiries. Works collaboratively with court staff to clarify information and provide information to callers.

Maintains confidentiality related to cases and parties.

Identifies and responds to priority issues raised by callers.

Uses questioning and listening skills that support effective telephone communication.

Applies elements of building positive rapport with different types of callers.

Incorporates appropriate voice skills to enhance positive telephone dialogue.

Processes calls efficiently and respectfully and in keeping with the required timeframes.

Effectively identifies calls requiring further information and facilitates transfer to local courts by accurately summarizing callers' inquiries for the local court staff.

Recognizes and documents trends in calls.

Maintains professional knowledge and stays current on changing forms and court procedures.

Performs various tasks and related duties, as needed, to meet goals of excellent customer service.

Identifies local court data entry consistencies and inconsistencies which impact availability of accurate and timely information for callers.

Enters data for call follow-up recording purposes.

Potentially sends written correspondence via email, fax, regular mail, or other forms of communication to court users in response to inquiries.

Position may require performance of other centralized clerical functions as needed.

Exercises good judgment in the performance of duties.

Performs other duties as assigned.

DESIRABLE EDUCATION AND EXPERIENCE

High School diploma, with Information Center or customer service experience

KNOWLEDGE, SKILLS, AND EXPERIENCE

Must have excellent interpersonal, listening and customer service skills that support effective telephone communication.

Must have excellent problem analysis and problem solving skills.

Must be able to express ideas clearly and concisely, both orally and in writing.

Must be proficient in the use of computers, web based systems, and with accessing and directing callers to information as needed from internet websites.

Must have excellent organizational skills with the ability to prioritize and meet deadlines effectively.

Must display time flexibility towards shifts as Information Center workload requirements change.

Must use an effective approach in handling telephone tasks such as call transfers, call backs, hold, interruptions and unintentional disconnects.

Bi-lingual skills are beneficial.

SPECIAL REQUIREMENTS

Must successfully pass a criminal record check.

DISCLAIMER STATEMENT

This position description represents general duties and is not intended to list every specific function of this position.