Job Description

Job Title:	Court Compliance Officer II	Classification:	Classified
Department:	Municipal Court	Grade:	160
Occupational Group:	Administrative Support	FLSA:	Non-Exempt
Status:	Full-Time	Supervisory:	No

Primary Purpose

Under general supervision; directs and provides oversight to the Compliance Officer I; interviews and investigates defendants prior to making financial arrangements with defendants regarding fines and costs assessed by the Court; monitors progress to ensure compliance with court orders.

Essential Job Functions

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Regular and consistent attendance for the assigned work schedule is essential.

1. Interviews defendants, investigates, evaluates, and verifies applications for stays of execution.
2. Makes recommendations to the Court regarding requests for granting and denying stays of execution based on a defendant's financial resources.
3. Distributes applications for stays of execution; determines terms of stay of execution payment schedule.
4. Develops, maintains, and submits, for administrative approval, a system for reviewing accounts for delinquency.
5. Contacts defendants regarding delinquent accounts to collect those accounts or determine other appropriate action.
6. Develops and submits, for administrative approval, clients' progress and success with respect to complying with court orders; maintains a system for monitoring payment of court ordered fines, restitution, completion of educational programs, and community service requirements.
7. Develops, maintains, and submits, for administrative approval, written policies and procedures relating to collection and compliance practices.
8. Provides direction; takes the lead with Compliance Officer I when difficult situations or issues regarding Municipal Court operations arise; cross-trains other departmental personnel to perform a variety of collection and compliance procedures, as necessary.
9. Submits delinquent accounts to the Municipal Court Administrator for review; makes recommendations and follows the judge's instructions.
10. Issues notices of delinquent accounts; requests suspension of drivers' licenses; issue arrest warrants or submits delinquent accounts to a credit bureau.
11. Contributes to the Municipal Court team, communicates effectively with co-workers, both within Municipal Court as well as outside the department. Maintains satisfactory attendance to ensure duties are performed without negatively impacting co-workers or delivery of service to the public.

Other Duties

- Serves as needed in court operations when staff absences necessitate.
- Prepares and maintains all related and required reports, files, and records; composes and generates letters, billing notices, and other correspondence.

- Attends and participates effectively at departmental staff meetings.
- Maintains the confidentiality of files, records, reports as required by law.
- Performs other duties as assigned.

Minimum Qualifications

Knowledge of: General municipal court operations, practices, and procedures; general criminal justice system operations; general principles and practices regarding probation; Microsoft Office Suite.

Skill in: Conducting thorough and effective interviews with court participants; communicating verbally and in writing with defendants, community organizations and service providers, municipal court personnel, and other city employees as required; operating a variety of office equipment such as typewriters, copiers, calculators, fax machine, telephone, computer and computer software application as required; Microsoft Office Suite.

Education: High school diploma or GED equivalent required. Accredited college coursework in psychology, social science, criminal justice, or related discipline is preferred, but not required.

Experience: Two years of experience in conducting investigations, credit management or probation work in a court setting required; supervisory experience preferred.

Licenses and Certifications: A valid state issued driver's license is not required; however, transportation to and from work and off-site training programs must be accomplished without impacting attendance. Certification as a Certified Court Administrator (CCA) from Missouri Association for Court Administration (MACA) is preferred, but not required; MACA members must complete continuing education credit annually.

Physical Demands Requirements and Working Conditions

This is primarily an office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset members of the public or their representatives while enforcing departmental policies and procedures.

Miscellaneous Requirements

Requires successful post-offer completion of a background investigation, physical exam and drug test as a condition of employment with the City of Joplin.

Revision Date: 11/01/2021	Type of Change: Update position and job title.
Revision details: City-wide job description revision and updates; job title change from Compliance Officer II.	