

## **Intake Case Aide Job Description**

- I. **STATEMENT:** The Intake Case Aide is responsible for processing and entering cases into the Court's computer system, sending all notices and correspondence to necessary parties and maintaining accurate records. The Case Aide is responsible for creating and managing juvenile social files, completing data entry and record requests. All record processing is done via the Court's case management system.
- II. **QUALIFICATIONS:**
- A. High school graduate is required. Bachelor of Arts or Science Degree in a related field preferred.
  - B. Knowledge of the criminal justice system, courts and clerk-related practices, principles, laws and operations is preferred.
  - C. Proficiency in operating a personal computer and using, or being able to learn, Microsoft Office products including Word, Outlook and Excel.
  - D. Typing or keyboard ability to 50 wpm accurately.
  - E. Ability to prioritize work, perform a variety of duties and manage a variety of projects simultaneously in a high pressure atmosphere under sometimes severe time constraints.
  - F. Ability to effectively and professionally communicate verbally and in writing to a diverse audience.
  - G. Demonstrated dependability, reliability and excellent attendance record.
  - H. Patience, objectivity, maturity, effectiveness under stress, initiative, adaptability and sound judgment.
- III. **RESPONSIBILITIES:**
- A. Processing of Complaints
    - a. Enter and/or update information in JCS
    - b. Forward Complaints to Intake Supervisor for determination of Official or Unofficial case, and assignment of Intake Officer.
    - c. Process Complaints as assigned and complete service.
      - i. Create legal file
      - ii. Create social file
      - iii. Forward to Assignment Commissioner for scheduling
      - iv. Send all notices, victim packets, and other necessary correspondence.
      - v. Index Social and Legal Files
  - B. Social Files
    - a. Deliver social files for docket daily
    - b. Retrieve and index social files
    - c. Transfer 18 year olds' social files to Adult file room
    - d. Print and pull docket for all Courtrooms daily
    - e. Process all necessary documents for cases that are dismissed or sealed.
  - C. Respond to record check requests
  - D. Log and scan employee vacation/sick time/personal day slips