

**Alaska Court System
Class Specification**

TRIAL COURT TRAINER II

Range: 15

EEO4: 2

SOC: 13-1151

Class Code: C4208

Definition:

Under general direction, a Trial Court Trainer (TCT) II provides training on clerical and technical functions to trial court clerical employees in such areas as courtroom procedures, customer service, case management, case processing, and court organizational structure. They are responsible for regularly auditing the work of trial court clerical employees, developing and updating training materials, and suggesting changes for improvements in case and workload management.

Distinguishing Characteristics:

Positions in the TCT series are responsible for orienting and training new employees in clerical and technical procedures. They are responsible for conducting internal audits within a department. Trial Court Trainer II is distinguished from a Trial Court Trainer I in that a Trial Court Trainer II provides training to employees in a large court, those locations supervised by a Clerk of Court V or Clerk of Court VI.

Complexity of Tasks: The TCT participates in the implementation of programs designed to promote efficient daily operation of the trial court.

Independent Judgment: Duties of a TCT require independent judgment in training others on clerical, courtroom, and case management policies and procedures.

Supervision Received: A TCT works under the general direction of the Clerk of Court.

Supervision Exercised: A TCT is not typically assigned supervisory responsibilities, but may be required to assist in the evaluation of an employee's progress.

Examples of Duties:

Conduct trial court orientations for new clerical employees. Orientations include training and instruction on the case management system, record keeping, organizational structure of the court, division organization, courtroom procedures, customer service, and other assigned clerical duties.

Assist in the development of training plans for new employees of the trial court. Monitor the implementation of these training plans to ensure they are on schedule and completed. Recommend adjustments as needed.

Assign new employees to shadow more tenured employees for training purposes.

Develop training seminars for new employees on different aspects of case management and court procedures.

Coordinate with court supervisors and members of the CMS staff to provide information and training to new employees.

Communicate and inform new clerical employees of court policies and procedures including but not limited to work rules, email/internet use, the instant messenger policy, workplace attire, and overtime procedures.

Train new employees in the customer service standards of the court system.

Work with the Clerk of Court and court supervisors to develop department expectations for clerical employees. Discuss these expectations with employees during trial court orientation.

Regularly run audit reports for the department to ensure that clerical employees are following standard case processing procedures. Discuss lapses in knowledge of procedures and processes with the court supervisor and the employee.

Work with court supervisors to review current department practices for efficiency and compliance with court rules and statutes. Assist in the development of these new processes when necessary. Disseminate information and train employees in new procedures.

Assist court supervisors in evaluating the performance of new trial court staff.

Keep current on technological advances and changes to the case management system and other court programs. Attend training seminars offered internally or externally to the court system.

Serve as an emergency back-up Court Case Manager or Courtroom Judicial Assistant during vacancies or extended absences.

Knowledge, Skills and Abilities:

A Trial Court Trainer II requires knowledge of:

- Alaska Court System policies, procedures, and rules.
- Common desktop computer applications such as Word, Excel, and Outlook.
- CMS applications such as CourtView, CourtSmart, Trakman, and BI Launchpad.
- Courtroom procedures and practices.

A Trial Court Trainer II requires skill in order to:

- Effectively orient and train new employees.

- Audit the work of current employees for efficiency and compliance with current procedures.
- Communicate professionally with clerical staff, judicial officers, and outside agencies both orally and in writing.
- Deal with situations requiring tact, flexibility, and good judgment.

A Trial Court Trainer II requires the ability to:

- Learn court operating needs, priorities, and workflow.
- Identify problems and recommend solutions.
- Interpret court policies and procedures.
- Work effectively with court employees and members of the public.

Minimum Qualifications:

A high school diploma or General Educational Development (GED) certificate AND two years of advanced clerical or technical work experience with the Alaska Court System, a legal office, or a justice agency. The required advanced clerical or technical work experience is met by service such as a Court Case Manager I, Court Case Manager II, Courtroom Judicial Assistant, Chambers Judicial Assistant, Clerk of Court, Chief Deputy Clerk, or Court Supervisor with the Alaska Court System, or equivalent experience with another employer.

OR

A high school diploma or General Educational Development (GED) certificate AND two years of work experience in which a primary responsibility was the maintenance, administration, and operation of a case management system.

Substitution:

Completion of 36 semester credit hours or 48 quarter credit hours of coursework from an accredited college will substitute for one year of the required advanced clerical or technical experience.

Completion of an appropriate vocational training course of study such as legal secretary, paralegal, or office skills will substitute for one year of the required advanced clerical or technical experience on a month-for-month basis.

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