



## FAMILY LAW CASE TECHNICIAN

**Department:** Superior Court  
**Job Class #:** 566200  
**Pay Range:** General 23

**FLSA:** Non-Exempt  
**Represented:** No

Classification descriptions are intended to present a descriptive list of the range of duties performed by employees in this class and are not intended to reflect all duties performed within the job.

### **GENERAL FUNCTION:**

This is professional administrative and coordinative work of a complex nature performed for Pierce County Superior Court. An employee in this classification provides limited legal assistance to self-represented individuals. Duties include reviewing and summarizing case files, obtaining facts regarding individual cases and explaining relevancy to self-represented individuals, setting court hearings and navigating the legal system.

### **ESSENTIAL FUNCTIONS:**

- Review case files for completeness and summarize prior to hearings or mandatory court reviews on commissioner and judge calendars.
- Facilitate early resolution for family law cases in which both parties are self-represented and may assist with early intervention orientation.
- Obtain relevant facts, and explain the relevancy of such information to the individual.
- Assist self-represented litigants by providing information about legal forms, court procedures, hearings, trials and programs in the Family Law arena.
- Facilitate communication between the public, judges, court staff, outside agencies and the court Facilitators.
- Enter statistical information into a computer database. Generate reports; create graphical presentations of data as needed. Assist in developing protocols and local rules applicable to the position.
- Research/analyze other similar family law case technician model processes and procedures and provide recommendation for change and/or new policies and procedures.
- Recommend, write and present case management policies and policy changes and provide statistics on current policies and procedures to determine the effectiveness of the program.
- Coordinate with court facilitators to meet the needs of self-represented litigants.
- Effectively persuade, inform, educate, train, solicit information, motivate and direct a wide variety of individuals or groups.
- Establish and maintain effective working relationships with County officials, employees and the general public.
- Ensure effective communication with county departments and staff to facilitate and ensure adherence to policies and procedures.
- Ensure consistent interpretation of laws, rules, policies and procedures.
- Serve on various committees as directed.
- Keep up to date on current trends and practices applicable to the area of assignment through continuing education (seminars, meetings, and classes) and reading applicable laws and journals.
- Maintain regular, predictable and punctual attendance during regularly scheduled work hours at assigned worksite.
- Meet travel requirements of the position.

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- Perform the physical requirements of the position; work within the established working conditions of the position
- Work a flexible schedule, which may include evenings, weekends, holidays and overtime

**OTHER JOB FUNCTIONS:**

- Perform other job functions as assigned.

**SUPERVISION RECEIVED AND EXERCISED:** Work is performed under general supervision of the Court Administrator with the employee expected to plan work independently after objectives, priorities and deadlines have been defined. Work is reviewed in progress and upon completion by the Court Administrator for thoroughness, timeliness and compliance with regulations, policies and procedures. The position does not have any supervisory duties.

**WORK ENVIRONMENT:** The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of the position. The Legal Process Technician works in an office environment on a daily basis. Work is generally completed on a regularly scheduled basis, however, attendance at meetings or completion of overtime work outside of normal scheduled hours may be required. Extended periods of concentration and sedentary work are required. Work is subject to frequent interruptions and normal office noise. Some stress is associated with the work.

**PHYSICAL REQUIREMENTS:** The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions. Must have finger dexterity to operate equipment used in the position, and be able to talk, see, and hear. There is some walking, sitting, bending/stooping, pushing/pulling and minimal lifting associated with the classification as it is currently performed. Ability to travel to attend meetings away from regular work site may be required.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

**Knowledge of:**

- R.C.W. Title 26.
- State and local court rules.
- Mandatory forms.
- General family law processes/procedures/protocols.
- Court procedures and operations including, scheduling cases.
- Human behavior and family dynamics.
- Community resources.
- Child support calculation software.
- Interviewing techniques.
- Computer word processing systems, software applications, database, and statistical analysis.
- Automated local and state Court Information Systems.

**Skill in:**

- Statistical data compilation on impacts to court case flow system.
- Effectively coordinate, perform, and complete multiple duties and assignments concurrently and in a timely manner.
- Assigning and allocate Court resources.
- Explaining legal forms in an easy to understand manner; demystifying the legal terminology.

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**Skill in:**

- Mediation.

**Ability to:**

- Use independent judgment and effective decision-making in the application of a wide variety of laws, policies and procedures and in effective problem solving.
- Effectively and efficiently interact with judicial officers and court support staff.
- Coordinate various programs and projects with appropriate court staff including, family court coordinator, guardian ad litem, and calendar coordinators.
- Develop and implement case management policies and procedures.
- Understand and follow written and verbal instructions.
- Work effectively and productively with others.
- Communicate effectively both verbally and in writing, to an audience of various social, educational and economic backgrounds as well as people for whom English is a second language.
- Effectively coordinate, perform and complete multiple duties and assignments concurrently and in a timely manner.
- Meet the travel requirements of the position, if any.
- Physically perform the essential job functions of the classification.

**MINIMUM REQUIREMENTS TO APPLY**

An associate degree in Paralegal studies or related field plus two years substantive family law experience is required. Prior in-court experience is highly desired. Additional education or experience may be substituted for the position requirements.

**SPECIAL REQUIREMENTS AND/OR QUALIFICATIONS:** Ability to successfully complete a Pierce County background investigation is required prior to employment. A valid Washington State driver's license is required.