



Superior Court of Arizona

PACS–AmeriCorps Member—Law Library Resource Center—Fall 2017

This position is not covered by the Judicial Merit Rules or Classified Personnel Rules.

The Superior Court of Arizona in Maricopa County, the 4th largest general jurisdiction Court system in the nation, seeks enthusiastic college student volunteers to serve a minimum of 300 hours during the fall of 2017. Students will participate in an AmeriCorps program, as a Providing Access to Court Services (PACS) Member in the Law Library Resource Center. AmeriCorps PACS Members will be critical to the informational and navigational operations of the Court, as well as the Customer Service and Protective Order areas. The Superior Court is committed to providing access to justice for all people in the community. This position performs customer service functions, having contact with members of the public who need help with court services, which is crucial to promoting access to the Court.

Service Locations:

<i>Downtown</i>	<i>Northeast Phoenix</i>	<i>Mesa</i>
101 W. Jefferson	18380 N. 40th St.	222 E. Javelina
Phoenix, AZ 85003	Phoenix, AZ 85032	Mesa, AZ 85210

Service Position Functions: Under general supervision, provides customer assistance in finding court services, completing needed court forms, and navigating court processes.

Program Benefits:

During the term of service, Members will receive \$525.00 for each of the 4 months they serve. Upon completion of service, Members are eligible to receive an education award of \$1,252.91.

Comments: This position will report to LLRC Deputy Director, Lisa Porter.

Interested applicants should email their résumé to LLRC Director, Shawn Haught:

haughts@superiorcourt.maricopa.gov

Application Deadline: 5:00 p.m. (AZ time), September 22, 2017

Start Date: Members may start as early as September 1, 2017¹

¹ Date might vary based on award date of the grant.

Members have 4 months to complete 300 hours.

Primary Duties of the Position:

Provide direct customer service to litigants in various situations within a self-service environment; handle a variety of requests, inquiries, and complaints from litigants and the general public; attend and participate in training and evaluation; assist court customers with finding needed services or locations; become knowledgeable about various community resources and provide information to customers as necessary; and track services using computer software.

Citizenship Training and Responsibilities:

As an AmeriCorps Member, all PACS Members must participate in AmeriCorps training and events as required by the Arizona Governor's Office of Youth, Faith, and Family, as well as well as participate in any identified community service activity.

Service Schedule:

PACS/AmeriCorps Members must complete their assigned hours over the course of their service term. Service hours can only be completed between 8 am and 5 pm Monday through Friday. Occasionally, and upon request, there might be an opportunity for service hours after hours or on weekends. Hours worked per week and schedule will vary depending on the Member's school schedule.

Minimum Qualifications:

High School Diploma/GED and must pass criminal background check. Must be able to stand for long periods of time.

Desired Qualifications: The ability to multitask and manage a high-volume and time-critical work environment; excellent interpersonal skills; the ability to establish effective working relationships with others; the ability to communicate effectively both orally and in writing; the ability to plan, organize and maintain work flow; the ability to work under supervision and exercise judgment; basic computer skills. Should be able to accurately maintain statistics and records; maintain confidentiality of all parties.

The Court is an Equal Opportunity Employer. It is the policy of the Judicial Branch not to discriminate in employment or the provision of services. To arrange for reasonable accommodation under the Americans with Disabilities Act (ADA), please call 602-506-4473.

Prohibited Activities:

Members may not, while actively providing service, do any of the following: attempt to influence legislation; organize or engage in protests, petitions, boycotts, or strikes; assist, promote, or deter union organizing; impair existing contracts for services or collective bargaining agreements; engage in partisan political activities; participate in, or endorse, events or activities that are likely to include political advocacy; engage in religious instruction or proselytization; provide a direct benefit to a business organized for profit, a labor union, a partisan political organization, or other organizations

specified by the CNCS; conduct a voter registration drive; provide abortion services or referrals for receipt of such services; and such other activities as CNCS may prohibit.