

## WORTHLESS CHECK UNIT CASE MANAGER I

**UNIT: Special Services**

**FLSA: Non-Exempt**

**NATURE OF WORK:** The purpose of this job classification is to provide clerical support to the Special Services Division (Worthless Check Unit) of the District Attorney's Office. The job incumbent uses independent judgment based on knowledge gained through specialized information through direct contact, law enforcement and court information systems, private and public information sources. The incumbent notifies defendants directly or by mail regarding delinquent monies, check warrants and any other special services matters. The incumbent works with victims to complete restitution information. The incumbent is required to use independent judgment, apply confidentiality, and assume responsibility for monetary transactions. The incumbent may work on cases from all levels of the court system and is supervised directly by the Director of the Special Services Division or his designee.

**MAJOR DUTIES AND TASKS:** The following job description was developed in house to include the major and most frequent duties and tasks; however, the job may involve other cross-functional duties within the District Attorney's Office as needed.

- A. Processes worthless check cases for collection of fees for merchants and for enforcement of warrants by Investigators in the Special Services Division. Perform cashier duties as assigned.**
- B. Process delinquent restitution cases for the collection of court ordered monies for the various courts and victims. Contact defendants to advise them of their delinquent status and advise the defendant how much they owe and where to remit payment for delinquent monies. These defendants may come from the Circuit, District or City level.**
- C. Communicate directly with various sources of information such as, but not limited to, utilities, businesses, individuals, law enforcement and government institutions to relay, obtain, and exchange important and timely case information.**
- D. In house Activities: Communicate to the Director or his designee the need for basic supplies and equipment. Maintain required statistics for reporting purposes.**
- E. Process restitution affidavits for victims during Grand Jury and file the forms in the case files.**
- F. Cross train with other employees in the Special Services Division and provide backup as needed.**

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of District Attorney's Office policies, procedures, and operations.
- Knowledge of the structure and scope of city, county, and state government.
- Knowledge of accepted protocol to use when handling phone calls, radio calls, and addressing staff or visitors.
- Knowledge of standard record keeping and clerical methods.
- Knowledge of legal documents and terminology needed in completing and interpreting papers, correspondence and documents.
- Knowledge in receipts of monies, disbursing monies, preparing deposit slips, and recording other financial information.
- Knowledge of word processing applications, typewriter, office equipment and desktop computers and related computer programs.
- Skill in oral communications to include using tact and diplomacy, being articulate and concise, resolving conflicts and problems, diffusing tense situations and being patient and empathetic in order to relay, exchange or obtain important information.
- Skill in writing to include clarity, conciseness, and logical ordering of ideas.
- Skill in filing, to accurately and efficiently organize and file documents and records.
- Ability to maintain effective working relations with the general public, outside agencies and co-workers.
- Ability to handle information of a sensitive and confidential nature and to maintain the confidentiality of legal, criminal, or personnel issues or matters using knowledge of what information can be provided and released.
- Ability to assemble and organize files and reports to include determining the best way to compile the information of data, where to access the information and how to format or present the information best.
- Ability to plan daily workload to prioritize tasks.
- Ability to work without close supervision and to determine work priorities and methods to meet department goals and objectives.

## **MINIMUM QUALIFICATIONS**

- High school diploma.
- At least one year experience in responsible and varied clerical and administrative work, including desktop computer proficiency.
- Some college preferred.

This is a non-merit position with benefits. Starting salary is \$25,630.

Send cover letter, resume and references to:

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