

VERMONT JUDICIAL BRANCH

JUDICIAL ASSISTANT

Unit: varied

Supervisor: Clerk, COM or Manager

Job Code: 27231J (July 2026)

Exempt/Non-exempt: Non-exempt

Pay Grade: 21

Union Eligible: Yes

PURPOSE:

Specialized customer support, clerical and data entry work involving one or more docket areas within a court's jurisdiction. Work involves the application of varied clerical procedures associated with the legal process and the exercise of independent judgment in solving work problems. Scheduled hours of work generally conform to public court hours, but assignments may include nights and weekends. Ensure timely and fair case resolution by utilizing case management techniques to address lagging cases or backlogs. All such work is performed within the framework of established procedures. The work is moderately complex and requires frequent multi-tasking in the application of legal practices and procedures and specialized computer skills. Work is performed under the general supervision of an administrative superior.

ESSENTIAL JOB FUNCTIONS:

- Specialized clerical and administrative work with heavy data entry and case processing such as arrest warrants, expungements, case docketing, making entries, recording and updating cases after hearings, processing filings and orders, search warrants, and other court initiatives.
- Perform duties in a fast-paced, sometimes pressurized environment and maintain tact and professionalism even when interacting with difficult customers or others.
- Performs case-flow functions across the full case-cycle including: docket entry; entering new electronic and paper filings; sending notice; reviewing case documents for accuracy/completeness; processing orders & motions; scheduling events on court calendar; records retention.
- Working knowledge of applicable statutes and court rules with inquiry to ensure adherence to procedures CAO creates to conform to Committees and Boards set up by Vermont Supreme Court.
- The job entails extended periods of simultaneous operation of various types of electronic equipment, technology and software (i.e. FTR, MS Office, speaker phones, video conferencing, VDEP, court room audio etc.). New equipment, technology and/or software may be introduced at any time.
- Follow cyber-security protocols at all times to protect sensitive information including utilizing personal cell phone to provide authentication when accessing systems.
- Monitor case-flow efficiency against Case Disposition Guidelines by using tracking reports available in the case management system.
- Expedite case processing by preparing templated court orders/appointments/decrees or similar for judges' review and completion.
- Proficiency with case management system, case flow processing and docketing procedures in one or more court divisions.
- Perform operator functions during court hearings by providing high-speed docket entry and real-

time processing/updating in medium and high-volume settings such as the criminal docket.

- Conduct case-flow self-monitoring by checking statistical reports in the case management system and making adjustments to perform more efficiently.
- Employ attention to detail and methodical approach to maintain standardized business practices.
- Basic interaction with other state government entities by submitting periodic reports or utilizing databases such as VCIC and VOWS systems.
- Respond to customer inquiries by explaining court processes and procedures, directing to court kiosks and providing case information.
- Maintain excellent customer interaction, including notarization services, by providing prompt information and assistance over Email, phone, correspondence and direct contact.
- Support, mentoring and training for Judiciary staff or for clients as needed.
- Perform basic asset calculations under established procedures such as: collecting fines and fees; close, balance and reconcile tills; review Summary of Accounting; and provide clerk's accounting.
- Solve standard customer problems by gathering information, assessing options and delivering the most appropriate solution within established procedures. Will occasionally handle emergency filings which require immediate action per established procedures under tight deadlines.
- Working knowledge of applicable statutes and court rules and adherence to procedures CAO creates to conform to Committees and Boards set up by Vermont Supreme Court.
- Working knowledge of specialized docket programs such as the juror program which involves juror summons request, juror lists, juror excuses and juror payments.
- In conjunction with supervisor, learn when to work independently in setting own priorities and when to escalate issues or obstacles for resolution.
- Participate in committees and projects as requested.
- Contribute to effective work team by contributing and accepting constructive feedback, being adaptable to change and participating in assigned education programs to expand knowledge and improve skills.

OTHER DUTIES AND RESPONSIBILITIES:

- This position is responsible for all duties defined and other duties as assigned such as training other employees and assisting in other dockets as necessary or assigned.

The above statements provide the general nature and level of work performed by employees of this classification. It is not intended to be an exhaustive list of all the responsibilities, duties and skills required of this classification. Actual assigned duties may differ due to the varying needs of the Judiciary.

DUTIES NOT PERFORMED:

- Direct or indirect supervision of other court employees.
- Provide legal advice to anyone.
- Act as paralegal or law clerk to a judicial officer.

MINIMUM QUALIFICATIONS, JOB SKILLS AND ABILITIES:

(Required to perform the essential functions of the job.)

Education: High School graduation or equivalent.

Experience: Two years of clerical, customer service or data entry experience.

College training may be substituted for the work experience on a year-for-year basis.