

## CITY OF HAMILTON

**CORPORATE SERVICES DEPARTMENT**  
**(CUSTOMER SERVICE & PROVINCIAL OFFENCES ADMINISTRATION DIVISION – PROVINCIAL OFFENCES -**  
**LOCATION - 50 MAIN ST. E.)**

**SENIOR COURT ADMINISTRATION CLERK - CUPE 5167**

**SUMMARY OF DUTIES**

Reporting to Manager, Provincial Offences schedules and verifies fee for service invoices for court interpreters, closes bank in ICON daily and prepares the bank deposit ensuring ICON is in balance with the deposit, updates and balances the Fail To Respond Docket, releases enforcement in ICON after first verifying accuracy of list and provides court administration support. Provides assistance to general public, police and legal profession. Provides back-up to other Court Administration Clerks.

**GENERAL DUTIES**

Retrieves, matches information and certificates to ICON and releases to permit Ministry of Transportation to suspend driver's licence or deny licence plates for non payment of fines.

Records transactions in ICON for bank chargebacks and NSF cheques.

Retrieves original documents for cheques returned from the bank, enters appropriate code into ICON and refiles in outstanding files.

Processes reversal of payments in ICON where an error has occurred.

Processes error adjustment in ICON where an error has occurred and a reversal can no longer be processed.

Attends counter to pay daily witness, interpreter fees and mileage.

Requests reimbursement when required.

Orders and logs interpreters as required for court in a daily journal.

Provides assistance to Court Administration Clerks and Collection Clerks on ICON and POA procedures.

Provides assistance to the general public, police and legal profession.

Receives and answers inquiries from the public at counter by responding to questions and providing necessary information by accessing various screens on ICON to display and verify status for requests.

Responds to telephone inquiries providing information on fines and court dates.

Processes payment of services for Interpreter Invoices.

Closes bank in ICON, reconciles cashiers payments to ICON fund types, reconciles cash floats and prepares Daily Cash deposit. Walk to bank to pick up coin orders.

Compiles statistics.

Monitors interpreter invoices for payments by accounts payable by addressing inquiries from court interpreters.

Provides guidance and instruction to co-op and summer students.

Opens and closes the safe each day.

Closes the office at the end of day.

Annual update in the ICON system for Council approved write-offs.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Performs other duties as assigned which are directly related to the major responsibilities of the job.

**QUALIFICATIONS**

1. Developed understanding of court administration and customer service concepts normally acquired by the completion of courses in Law, Provincial Offences Act or related equivalent and/or a combination of education and previous work experience in a court environment.
2. Good communication and organizational skills.
3. Must have a good knowledge of Business English and office procedures.
4. Demonstrated knowledge of legislation and processes related to Court Administration matters.
5. Experience in a computerized environment. Experience with ICON computer software, Word, Excel and Microsoft Outlook.
6. Ability to work with figures, calculate fee for services and prepare statistics.
7. Cash handling experience and financial reconciliation in the ICON system.