

Benchmark Job Title	Jury Clerk	CL-24
Occupational Group	Operational Court Support	

Job Summary
 Jury Clerks perform administrative and customer service work to coordinate and prepare qualified jurors for jury selection in accordance with approved internal controls, procedures and rules. Employees in these positions ensure the efficient and fair operations related to the selection, qualification, summoning, orientation, and management of jurors. The incumbent maintains juror attendance records and issues payment. Jury clerk jobs provide assistance and support to higher-level positions; process notices, enter data, provide customer service, prepare mail, and/or conduct jury orientation.

- Representative Duties**
- Perform duties relating to master wheel refill and grand jury selection. Monitor and record the jury questionnaire process, juror attendance, and selection. Provide support and assist jurors during jury service.
 - Prepare and mail jury summons. Process payments and reimbursements for jurors; prepare attendance certifications on behalf of jurors. Process returned summons (including data entry and preparing excusal letters).
 - Operate the court’s automated jury management system and other automated systems.
 - Maintain and update the inbound and outbound telephone calls through use of an interactive voice response system for summoned jurors. Maintain and update demographic and other information on juror candidates.
 - Answers telephone calls and voice mails regarding jury service.
 - Work with chambers staff, clerk’s office staff, U.S. Marshals Service, U.S. Attorney’s Office, and other groups to ensure the smooth operation of high profile or protracted jury trials.
 - Respond to juror inquiries and requests (in person, by phone, and in writing). Resolve juror candidate requests for deferral, waivers, or special needs. Conduct orientation and provide information to juror candidates and selected jurors.

- Factor 1 – Required Competencies (Knowledge, Skills, and Abilities)**
- Court Operations**
- Knowledge of the terms and processes used for court calendars and dockets. Skill in preparing documents, compiling data, and preparing statistical reports using the applicable software and databases.
 - Knowledge of local jury plan, administrative directives, and other policies and procedures regarding the administration of jury panels, as well as the rights and responsibilities of jurors. Knowledge of purpose and format of legal documents. Knowledge of how to process, issue, and certify documents. Knowledge of how to assign case type numbers to judges. Knowledge of procedures for public access to court files. Knowledge of mailing options and requirements. Knowledge of legal terminology. Skill and accuracy in mathematical calculations and data entry.
- Judgment and Ethics**
- Knowledge of and compliance with the *Code of Conduct for Judicial Employees* and court confidentiality requirements. Ability to consistently demonstrate sound ethics and judgment.
- Information Technology and Automation**
- Skill in typing and use of word processing equipment to prepare and process summons notices and correspondence. Knowledge of requisite court computer programs. Ability to use office equipment.
 - Skill in using automated case management systems.
- Written and Oral Communication/Interaction**
- Ability to communicate effectively (orally and in writing) to individuals and groups to provide information and conduct orientations. Ability to interact effectively and appropriately with the public, providing

customer service and resolving difficulties while complying with regulations, rules, and procedures regarding jury administration. Ability to work well with others.

Factor 2 – Primary Job Focus and Scope

The primary focus is to provide assistance and support to the jury administration process based on the standard operating procedures and policies. Jury trials begin with the selection of jurors as set out by law. The Jury Clerk manages the process to ensure that jurors are selected at random from a fair cross section of the community wherein the court convenes. The jury selection involves public perception about the overall legal system and burden of service.

Factor 3 – Complexity and Decision Making

Employees meeting the minimum qualifications can learn the assignments easily and quickly with regard to jury clerk duties. Work is governed by well-defined policies and procedures. In addition, supervisors or team leaders are usually available to provide guidance, advice, and direction or to handle the more unusual or complex situations.

Factor 4A – Interactions with Judiciary Contacts

The primary judiciary contacts are peers, chambers staff, clerk's office staff and staff of other courts for the purpose of jury selection and management, as well as recording, maintaining, and retrieving information.

Factor 4B – Interactions with External Contacts

The primary external contacts are attorneys and the public (potential jurors and selected jurors) for the purpose of jury selection and management. May also have contact with state, county, or other governmental agencies to acquire juror source lists.

Factor 5 – Work Environment and Physical Demands

Work is performed in an office setting. Some lifting may be required.