



Career Service Authority

Hearings Reporter

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GENERAL STATEMENT OF CLASS DUTIES

Performs technical clerical work by taking and transcribing verbatim testimony in legal and administrative hearings.

DISTINGUISHING CHARACTERISTICS

The *Hearings Reporter* class utilizes verbatim methods and equipment to capture, store, retrieve, and transcribe legal and administrative hearings proceedings or other information.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally numerous, well established and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, gathered and discretion and judgement are required within the parameters of the job function.

Level of Supervision Exercised:

Performs lead work over sub-professional employees.

ESSENTIAL DUTIES

Takes verbatim dictation at administrative hearings and transcribes for official records.

Types draft Findings and Orders and miscellaneous Orders.

Prepares transcripts of hearings requested by interested parties.

Assembles records requested, certifies to their accuracy and releases to the City Attorney for timely filing with the District Court.

Assigns and checks work of subordinates to ensure maintenance of the appeal docket, the mail and appeal logs, appeal files, notices of all kinds to interested parties, pre-hearing conference dates, reports and other housekeeping matters essential to efficient operation of the office.

Develops or modifies work plans, methods and procedures; determines work priorities and develops work schedules to provide adequate staff coverage. Provides work instruction and assists employees with difficult and/or unusual assignments. Assigns and distributes work, reviews work for accuracy and completeness and returns assignments with recommendations for proper completion.

Resolves problems encountered during daily operations and determines appropriate solutions.

Contributes to the development of the performance enhancement plan, documents performance, provides performance feedback and furnishes information for the formal performance evaluation.

Responds orally to informal grievances and relays information to the supervisor.

Documents situations which may be cause for disciplinary action and provides this information to the supervisor.

Performs other related duties as assigned or requested.

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Any one position may not include all of the duties listed.
However, the allocation of positions will be determined by
the amount of time spent in performing the essential duties
listed above.
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MINIMUM QUALIFICATIONS

Competencies, Knowledge & Skills:

Integrity/Honesty - Displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; chooses an ethical course of action; is trustworthy.

Reading - Understands and interprets written material, including technical information, rules, regulations, instructions, reports, charts, graphs or tables; applies what is learned from written materials to specific situations.

Written Communication - Expresses facts and ideas in writing in a succinct and organized manner.

Interpersonal Skills - Shows understanding, courtesy, tact, empathy, concern; develops and maintains relationships; may deal with people who are difficult, hostile, distressed; relates well to people from various backgrounds and situations; is sensitive to individual differences.

Conscientiousness - Displays a high level of effort and commitment towards performing work; demonstrates responsible behavior.

Oral Communication - Expresses ideas and facts to individuals or groups effectively, makes clear and convincing oral presentations, listens to others and facilitates an open exchange of ideas.

Self-Esteem - Believes in own self-worth, maintains a positive view of self, and displays a professional image.

Flexibility - Is open to change and new information; adapts behavior and work methods in response to new information, changing conditions or unexpected obstacles; effectively deals with ambiguity.

Listening - Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

Self-Management - Sets well defined and realistic personal goals, displays a high level of initiative, effort and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.

Memory - Recalls information that has been presented previously.

Customer Service - Works and communicates with clients and customers to satisfy their expectations. Committed to quality services.

Problem Solving - Identifies and analyzes problems; uses sound reasoning to arrive at conclusions; finds alternative solutions to complex problems; distinguishes between relevant and irrelevant information to make logical judgments.

Reasoning - Identifies rules, principles or relationships that explain facts, data or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Technical Competence - Uses knowledge that is acquired through formal training and/or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

Leadership - Interacts with others to influence, motivate, and challenge them; adapts leadership styles to a variety of situations.

Leading a Diverse Workforce - Implements diversity policies for subordinate staff; supports opportunities to develop and retain a diverse work force; promotes teamwork, acceptance and productivity among diverse persons.

Managing Human Resources - Plans, distributes, coordinates, and monitors work assignments; evaluates work performance, provides feedback on performance; ensures staff are appropriately utilized and developed, and re treated in a fair and equitable manner.

Teamwork - Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.

Decision Making - Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks and evaluates and chooses the best alternative in order to make a determination, draw conclusions or solve a problem.

Knowledge of court reporting and legal procedures sufficient to be able to understand and transcribe verbatim dictation.

Knowledge of supervisory principles and practices sufficient to be able to perform a variety of lead work functions.

Knowledge of supervisory principles and practices sufficient to be able to contribute to the development of an employee performance plan and document employee performance.

Skill in applying existing guidelines or recommending new approaches to the development and modification of work plans, methods and procedures for the work unit or function.

Skill in prioritizing and scheduling work to allow for efficient and effective completion.

Skill in reviewing work for accuracy and completeness.

Physical Demands:

Sitting: remaining in the normal seated position.

Carrying: transporting an object, usually by hand, arm, or shoulder.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Fingering: picking, pinching, or otherwise working with fingers.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Lifting: raising or lowering an object up to 10 pounds.

Near acuity: ability to see clearly at 20 inches or less.

Accommodation: ability to adjust vision to bring objects into focus.

Working Environment:

Subject to many interruptions.

Pressure due to multiple calls and inquiries.

Education Requirement:

Certificate of graduation from a court reporting school.

Experience Requirement:

120 days of actual work experience as a court reporter.

Education/Experience Equivalency:

240 days of actual work experience as a court reporter will substitute for the education and experience requirement.

Licensure and/or Certification:

Attainment of a passing score on the Colorado Court Reporter Examination administered by the State Court Administrator. Designation as a Registered Professional Reporter or possession of a National Shorthand Reporter Association Certificate of Merit will substitute for the Colorado Court Reporter Examination.

CLASS DETAIL

FLSA CODE: Non exempt

ESTABLISHED DATE: 09/16/1995

REVISED DATE: 04/01/2005

REVISED BY: Earline Hill

CLASS HISTORY Revised March 14, 2005 into the new format.