

**DISCLAIMER:** This document is an actual job description used in a county in Tennessee. It has not been reviewed by CTAS for accuracy or compliance with law. Users are urged to consult with their county attorney for legal advice and guidance in developing specific job descriptions for their particular county office.

**\_\_\_\_ COUNTY, TENNESSEE  
CLASSIFICATION SPECIFICATION**

**CLASSIFICATION TITLE:                          DEPUTY CLERK AND MASTER  
    FRONT DESK SUPERVISOR**

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### **PURPOSE OF CLASSIFICATION**

The Deputy Clerk and Master is an at will employee of the Clerk of the Chancery Court appointed by the Clerk and Master to assist the Clerk and Master in the efficient performance of his duties in the administration of the policies and procedures of the Chancery Court, the Clerk and Master's Office, and \_\_\_\_\_ County, Tennessee. The Deputy Clerk and Master is a deputized officer of the Chancery Court and is charged with upholding the local rules of that court, the statutes of the State of Tennessee, and the Constitution of the United States without prejudice, partiality or favor. The Deputy Clerk and Master, Front Desk Supervisor reports directly to and is directly supervised by the Deputy Clerk of the Chancery Court and, through a chain-of-command, also is supervised by the Chief Deputy.

### **ESSENTIAL FUNCTIONS**

**The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.**

Supervises the third-floor front desk office staff of two Deputy Clerks and Masters.

Supervises the entire Office of the Clerk and Master when the Clerk and Master, Office Supervisor, and Chief Deputy are out of the office. Answers questions from the fifth-floor staff as needed.

Assists the Clerk and Master and Chief Deputy in coordinating work activities.

Answers both general and specific questions via telephone and front counter. Transfers calls to appropriate deputy. Redirects non-Chancery Court phone calls to the appropriate offices.

Acts a troubleshooter when staff encounters upset customers via telephone or front counter.

Assists attorneys and their secretaries at the front counter. Answers questions regarding filing fees, filing procedures, unique problems, and docket scheduling.

Assists the public at the front counter by making copies of selected pleadings in Court files, receipting delinquent tax payments, Court costs, copy charges, and fax charges.

Collects delinquent court costs.

Issues executions/garnishments/levies (for delinquent court costs and judgments) and surety letters and bills to attorneys or bondsmen (for unpaid court costs). Set up bills on the computer for executions/garnishments/levies and uncollectible costs on computer.

Answers all incoming Chancery phone lines and the docketing line and child support line as needed.

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**County, Tennessee • Deputy Clerk and Master Front Desk**

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Composes and types pleadings (i.e. hearing notices, letters, and orders) for the Chancellor, Circuit Court Judges, and Special Master. Periodically composes and types orders for *pro se* litigants at the Chancellor and Circuit Court Judges' request. Occasionally composes these orders from the Court notes of other Clerks who assisted the Chancellor and Circuit Court Judges in the Courtroom.

Files new lawsuits and pleadings. Inputs information on the computer, collects appropriate filing fees (if required), issues service of process (if required), and schedules hearings.

Gives information regarding fax procedures by phone, fax and email. Processes fax requests by sending or receiving faxes and getting them to appropriate place. Collects and receipts fax payments and maintains request forms. Send collection letters on delinquent fax payments.

Gives information regarding copy requests by phone, fax and email. Processes copy requests by making copies and sending them to appropriate people. Receipt of funds from copy requests.

Serves as a liaison between Law enforcement agencies, Domestic Violence Program, Domestic Violence Coordinator, Judges Staff and parties. Make copies and sends and/or faxes copies to requesting agency.

Prepares letters and certified copies and completes birth certificate applications to send to State of Tennessee to finalize adoptions; prepares certified copies of all adoption orders for parties and attorneys.

Runs adoptions minutes, indexes adoption minute book, and stamps order with minute book number, page number and dates. Send orders to Chief Deputy for completion.

Promotes teamwork among employees and exercises disciplinary actions as needed.

Interviews prospective employees.

Initiates problem solving.

Operates a computer to enter, retrieve or modify data; performs data entry functions by keying data into the computer; verifies accuracy of entered data and makes corrections; utilizes word processing, spreadsheet, database, e-mail or other programs.

Conducts research functions as needed.

Works closely with the Chancellor and Circuit Court Judges. Answer any questions they may have regarding files and assists them in solving problems. Regularly consults with Judges regarding files set for court to make sure they are appropriate order and appropriate pleadings are in file.

Calculates number of new cases filed monthly, as well as, keeps a records of previous monthly. Emails monthly report to Clerk & Master, Chief Deputy, Officer Supervisor, and front desk employees.

Assists Judges in the Courtroom during hearings. Maintains file folders, handles exhibits, sets hearing dates, and answers any questions they may have.

Reserves available Courtrooms for the Special Master's hearings on an as-needed basis.

Assists attorneys and their secretaries regarding scheduling hearings, unique problems, and general questions. Answers calls on direct docketing telephone line when Docketing Clerk is unavailable.

Trains new attorneys on proper filing procedures.

Opens and processes incoming mail as needed.

Receipts all Court costs received through the mail.

Finds proper addresses and re-mails returned bills.

Maintains confidentiality of departmental documentation and issues.

Places number and letter labels on all new file folders in absence of Office Supervisor. Checks files to make sure the appropriate case numbers have been assigned, jury demand cases have been properly filed and assigned, and hearings have been scheduled and inputted on the computer and calendar in absence of Office Supervisor.

Swears in pro se petitioners on Orders of Protections and locates Judge to sign Ex parte Order.

Swears in pro se petitioners on Child Support petitions, prepares notice of hearing, makes certified copies and mails to appropriate party by certified mail.

Re-formats and types existing forms as needed. Prepare new forms as directed by the Chancellor and/or Clerk and Master.

Maintains copies of forms (i.e. petitions and affidavits) to be provided to the public.

Monitors inventory of third-floor equipment, forms, and supplies. Ensure availability of adequate materials to conduct work activities. Notify Chief Deputy when replacements must be ordered in absence of Office Supervisor.

Performs basic maintenance of office equipment, such as replacing paper and toner and clearing jams. Coordinate service/repair activities as needed.

## **ADDITIONAL FUNCTIONS**

Performs basic cleaning/housekeeping tasks associated with maintaining work area.

Provides assistance or backup coverage to other employees as needed.

Performs other related duties as required.

## **MINIMUM QUALIFICATIONS**

College degree supplemented by previous clerical and supervisory experience; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must possess and maintain a valid Tennessee driver's license.

## **PERFORMANCE APTITUDES**

**Data Utilization:** Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

**Human Interaction:** Requires the ability to apply principles of persuasion and/or influence over others in coordinating activities of a project, program, or designated area of responsibility.

**Equipment, Machinery, Tools, and Materials Utilization:** Requires the ability to operate and control the actions of equipment, machinery, tools and/or materials requiring complex and rapid adjustments.

**Verbal Aptitude:** Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

**Mathematical Aptitude:** Requires the ability to perform addition, subtraction, multiplication, and division; ability to calculate decimals and percentages; ability to utilize principles of fractions; ability to interpret graphs.

**Functional Reasoning:** Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

**Situational Reasoning:** Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

**ADA COMPLIANCE/ PHYSICAL DEMANDS ANALYSIS**

**Physical Ability:** Tasks require the ability to exert heavy physical effort in heavy work, with greater emphasis on climbing and balancing, but typically also involving some combination of stooping, kneeling, crouching, and crawling, and the lifting, carrying, pushing, and/or pulling of moderately heavy objects and materials (20-50 pounds); may occasionally involve heavier objects and materials (up to 100 pounds).

**Sensory Requirements:** Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, taste, odor, depth, texture, and visual cues or signals. Some tasks require the ability to communicate orally.

**Environmental Factors:** Performance of essential functions may require exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, bright/dim light, toxic agents, disease, pathogenic substances, explosives, firearms, violence, animal attacks, or falls.

**PHYSICAL DEMANDS ANALYSIS**

**1. STANDING AND WALKING**

**Tasks:** Moving around the office, going to the courthouse and mailbox, counter/customer service

**Surface:** Carpet

**Estimated Total Hours:** 2-3 **Maximum Continuous Time:** 30 minutes

**2. SITTING**

**Tasks:** Secretarial Duties

**Estimated Total Hours:** 4-5 **Maximum Continuous Time:** 1

**3. LIFTING/CARRYING**

Weight	Hourly	Daily	Weekly	Monthly	Never
<10 lbs		X			
11-25 lbs			X		
26-50 lbs			X		
51-75 lbs				X	
76-100 lbs					X
>100 lbs					X

**4. PUSHING/PULLING**

**Objects:** Boxes; hand Cart

**Height of hands above floor during push:** 3' (Waist High)

**5. CLIMBING**

**Tasks:** Step stool; Ladder; Stairs;

**Height:**

**Frequency:**

**6. BENDING/SQUATTING/KNEELING**

**Tasks:** Filing

**Frequency:** every day

**7. REACHING**

**Tasks:** Normal office duties

**Hands Used:** RIGHT    LEFT    **BOTH X**

Distance	Direction	Frequency	Duration	Avg. Weight
0-20"	Front	10X	5 seconds	< 10 lbs
21-36"	Front	10X	5 seconds	< 10 lbs

**8. WORK CONDITIONS**

Exposure to	Yes	No
Hot Temperatures		X
Cold Temperatures		X
Sudden Changes in Temperature		X
Noise		X
Fumes		X
Cramped Quarters	X	
Cold Surfaces		X
Hot Surfaces		X
Sharp Edges		X
Vibration		X
Fluorescent Lighting	X	
Computer Monitor Screen Glare	X	

Inside Building	100__% of time
Outside	_____ % of time

**9. OTHER JOB DEMANDS**

<b>Does Job Require</b>	<b>Yes</b>	<b>No</b>
<b>Crawling</b>		X
<b>Jumping</b>		X
<b>Lying on Back</b>		X
<b>Lying on Stomach</b>		X
<b>Twisting</b>	X	
<b>Sweeping/Mopping</b>		X
<b>General Cleaning</b>	X	
<b>Handling Trash</b>		X

**10. HAND USE**

<b>Type of Use</b>	<b>Yes</b>	<b>No</b>	<b>Frequency</b>
<b>Keystrokes</b>	X		Hourly
<b>Grasp</b>	X		Hourly
<b>Fine Motor i.e: writing, twisting hands or wrist, etc</b>	X		Hourly

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\_\_\_\_\_ County, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this classification description by the employee assigned to the position and the immediate supervisor.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date