



NORTH DAKOTA COURT SYSTEM CLASSIFICATION DESCRIPTION

Citizen Access Coordinator

Title of Immediate Supervisor:	Law Librarian
Department:	North Dakota Supreme Court Law Library
Pay Grade/FLSA Status:	21 / Exempt
Job Titles Accountable For:	Citizen Access Paralegal

General Summary or Purpose

The Citizen Access Coordinator is responsible for developing procedures, guidelines and training materials to establish and maintain a Citizen Access Program; develop program protocols and standards; prepare budget recommendations, approve program expenses and monitor the program budget; respond to requests from the public; create and deliver public programs about court processes and about the Citizen Access Program. The majority of the job duties are program implementation and performing direct services to the public. Work is performed under minimal supervision of the law librarian.

Major Responsibilities & Essential Functions

1. Responds to inquiries from self-represented litigants and provides information and explanations about court processes, court rules, documents and forms. Provides information about other resources that may provide further assistance.
2. Develops forms, brochures, manuals and online content. Identifies external resources to supplement program holdings. Develops and maintains a current referral list of free or low-cost legal programs or resources of a similar nature. Recommends library purchases to further the goals of the program.
3. Reviews, analyzes and interprets applicable laws and rules.
4. Develops and recommends program goals, improvements, policies and standards. Prepares, maintains and reviews statistical and other program information. Prepares program trend information. Generates reports and prepares written conclusions and recommendations.
5. Performs training needs analysis. Develops and delivers presentations for community groups, court personnel and the general public about court processes and the Citizen Access Program or arranges for others to deliver training as needed.
6. Plans, directs and organizes activities involving faculty, location, costs, and training, including negotiating contracts with speakers and vendors.
7. Researches and identifies potential sources of new funding including partnerships with public or non-profit agencies, and local, state and federal grant opportunities; prepares grant applications; manages grants received and prepares necessary reports and other communications.
8. Responds to inquiries about the Citizen Access program; prepares press releases about the program; develops information and presentations about the program; and makes presentations to community groups and court personnel.
9. Develops and administers program budget. Prepares budget projections. Reviews and authorizes program expenditures. Initiates contracts for services and monitors contract compliance.
10. Participates in state, district, and local committees and task forces to promote and coordinate the Citizen Access Program; monitors legislation and testifies, as needed; and participates on statewide committees and other special projects as applicable or as assigned.
11. In the absence of other library staff, answers telephone calls and greets library patrons.
12. Performs other duties of a comparable level or type.

Minimum Qualifications

Requires a juris doctorate and North Dakota law license or ability to obtain a North Dakota law license within 6 months of hire.

In addition to the education requirements, a minimum of three years in a management position or in program management or experience in coordinating a statewide program or two years law practice is required.



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Certifications or Licensing Requirements: (prior to job entry)

Valid driver's license or evidence of equivalent mobility.

Knowledge Requirements

- Considerable knowledge of judicial process, rules and laws.
- Knowledge of the basic principles of adult education and curriculum development.
- Knowledge of the basic principles of public accounting and fiscal management.

Skill Requirements

- Ability to develop, organize, and manage a statewide program and related projects.
- Ability to communicate at all levels both orally and in writing.
- Ability to relate professionally with judges, court administrators, staff, representatives of other agencies, attorneys, and the public.
- Ability to evaluate and write clear, concise reports.
- Ability to proficiently use related software programs.

Physical Requirements

- The essential functions of the job typically require: grasping, walking, sitting, talking, hearing, feeling, fingering and some repetitive motions or other reasonable methods that accommodate an individual in completing the essential functions of the job.
- Employee may be required, in the performance of the job, to travel to various courts across the state. Employee has control over scheduling and travel arrangements and can adjust schedules due to adverse weather or travel conditions. Work is performed in a comfortable work environment.
- Physical requirements can typically be characterized as **Sedentary Work**: Exerting up to 10 lbs. of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body.

Job Classification History

- Classification approved by the Supreme Court on 8/21/2013.
- On 7/30/2014, the Supreme Court approved amendment of the Physical Requirements section of all job classifications to comply with the Americans with Disability Act.
- Effective 7/1/2015, Supreme Court approved amendment of minimum qualifications and added supervision of citizen access paralegal.