



DELAWARE JUDICIARY

SUPERIOR COURT OF DELAWARE

Non-Merit Position

(This position is exempt from the State of Delaware Merit System)

Posting #SC102N524

JUDICIAL CASE PROCESSOR I - II

****This is a Career Ladder Series****

Opening Date: 10/25/2024

Closing Date: Until Filled

Vacancy exist

Salary: JCP I - \$31,499.30 – 37,058.00 (85% Midpoint - 100% Midpoint) Pay Grade 6
JCP II - \$33,518.05 – 39,433.00 (85% Midpoint - 100% Midpoint) Pay Grade 7

Recruiting For: Superior Court of Delaware

Location: Leonard L. Williams Justice Center, City of Wilmington, DE (Please select the county when applying).

Nature and Scope: This is the entry level of case processing work learning the legal processes and procedures and performing the full range of processing activities of limited complexity. Applicant should have strong customer service skills. Call center, customer service and/or strong phone experience is preferred but not required. This position requires the employee to communicate clearly and concisely on the phone as well as in person with large numbers of diverse clients.

** This is a Career Ladder series. Incumbents underfilling as a Judicial Case Processor I will be considered for promotion to the Judicial Case Processor II after meeting the minimum qualifications and Judiciary's promotional standards. Incumbents underfilling as a Judicial Case Processor II will be considered for a promotion to the Judicial Case Processor III level after meeting the minimum qualifications and Judiciary's promotional standards.**

Minimum Qualifications: Please address each item separately on the **Minimum Qualifications page of the application**. Resumes may not be substituted for the application. Failure to do so will result in disqualification. Applicants must meet each of the following qualifications. Failure in any one area will result in a rating of "not qualified."

JCP I-Minimum Requirements:

1. Six months experience in document processing which includes reviewing and evaluating records for completeness and conformity with laws, rules, regulations, standards, policies, and procedures, resolve deficiencies, interpret information, and track and monitor activities.
2. Six months experience in record keeping which includes maintaining records, logs, and filing systems.
3. Six months experience in using an automated information system to enter, update, modify, delete, retrieve/inquire and report on data.
4. Ability to communicate clearly and effectively.

JCP II-Minimum Requirements:

1. One year experience in document processing which includes reviewing and evaluating records for completeness and conformity with laws, rules, regulations, standards, policies, and procedures, resolve deficiencies, interpret information, and track and monitor activities.
2. One year experience in record keeping which includes maintaining records, logs, and filing systems.
3. One year experience in using an automated information system to enter, update, modify, delete, retrieve/inquire and report on data.
4. Ability to communicate clearly and effectively.

Conditions of Employment:

- A satisfactory criminal background check is required as a condition of hire and to maintain employment.
- Direct deposit of paychecks is required as a condition of employment.

Benefits:

- Full-time New Castle County State of Delaware Judicial Branch employees are eligible for FREE parking!
- This position may be eligible for an Alternative Work Schedule after successful completion of the employee's initial probationary period.
- To learn more about the comprehensive benefit package please visit the website at <https://dhr.delaware.gov/benefits>.
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Submitting Your Application: Visit the website <http://www.courts.delaware.gov/career/> Click on "apply" next to the job posting and print, or complete and print, the Judicial Branch Non-Merit Employment Application in either WORD or PDF format. Applications should be submitted by any **ONE** of the formats listed below prior to the closing date stated on this announcement.

1. Send your application as an e-mail attachment with the words "Application Form" in the subject line to: apps.superior@delaware.gov (preferred method)

2. Fax your application to: (302)255-2350, Attention: Human Resources

3. Mail your application to:

Superior Court of Delaware
Leonard L. Williams Justice Center
500 N. King Street, Suite 2850
Wilmington, DE 19801

Attachments to Applications:

- Please do not submit copies of evaluations, letters of reference, training certificates, or college transcripts unless requested.
- If supplemental information is requested by the posting, be sure to include it when you submit your application prior to the closing date.
- Applications or additional information will not be accepted after the closing date.
- Resumes will be accepted when accompanied by the application.
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Accommodations:

- Accommodations are available for applicants with disabilities in all phases of the application and employment process. To request an auxiliary aid or service please call (302) 739-5458.
- TDD users should call the Delaware Relay Service Number 1-800-232-5460 for assistance.