

COUNTY OF KNOX

Job Description

Position Title:	Civil Process Supervisor
Department:	Sheriff's Office
Reports To:	Chief Deputy
Supervises:	Civil Process Deputies
Oversees:	N/A
FLSA Status:	Non-Exempt
Last Revised/Approved:	October 11, 2022

POSITION SUMMARY:

The Civil Process Supervisor performs a wide variety of tasks which are vital to the overall operations of the Civil Division; supervises the Civil Process Deputies and assigns work; duties include notarizing documents, handling and responding to correspondence, greeting and assisting visitors and callers, typing, bookkeeping, filing, assisting lawyers and plaintiffs, serving civil process documents, keeping records as required, and making returns of service of all documents.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Greets visitors and callers, assisting them directly or referring them to the proper person, department or agency. Processes all return of service and submits for payment; keeps a log and submits bills to Finance; submits all monies and billings due and paid for civil service; assists in preparing information for the budget; monitors the budget and reports issues.
2. Assists with Civil Process by receiving, logging and distributing all types of civil process documents, ensuring proper and timely service of all such documents, supervising the Civil Process Deputies, and handling issues as they arise.
3. Completes invoices and tracks billing of all civil paper services.
4. Communicates with and provides information to multiple attorneys, both in state and out of state.
5. Serves all types of civil process documents coming from inside the state, around the country, and from foreign countries by serving at an individual's home, or if necessary at their place of business or wherever the person can be located; ensures delivery by making return trips and multiple attempts.
6. Completes reports by filling in pertinent information on returns of services and other related documents from all civil processes served; verifies accuracy of daily log.
7. Clarifies assignments by phoning and/or emailing plaintiffs and attorneys.
8. Executes real estate attachments by working in conjunction with the Knox County Registry of Deeds in order to make legal attachments of property pursuant to writs of attachment.
9. Satisfies customers' requests by returning their phone calls promptly and arranging appointments to meet with them.
10. Meets customers' demands by completing physical evictions on real property and assists on recovering real property when writs are issued by the court and conducting Sheriff's sales.
11. Assists at Sheriff's sales by auctioning real estate and personal property.
12. Assists the courts by arresting people on civil orders or arrest and taking them to court if need be, or by Personal Recognizance (PR) bailing on the spot or causing them to appear and meeting them at court and signing off on the Civil Order of Arrest (COA).
13. Complies with Federal, State, and County requirements by maintaining knowledge of acts and law regarding service of civil process.

14. Maintains professional and technical knowledge by attending educational workshops, establishing professional networks, and participating in professional societies.
 15. Operates a County vehicle in the performance of job duties.
 16. Performs administrative and general office tasks, including, but not limited to, attending meetings and taking minutes, notarizing documents, handling and responding to correspondence, sending documents to insurance companies, courts, attorneys, etc. when authorized, maintaining logs, typing, transcribing, filing, answering the phone and routing calls, copying documents, processing incoming and outgoing office mail, ordering supplies, and proofreading documents when requested.
 17. Performs the usual duties of a supervisor, including scheduling, training, supervising and evaluating assigned County employees, resolving employee issues, and ensuring compliance with the Personnel Policy Handbook.
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NON-ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Maintains basic knowledge of the Administrative Assistant to the Sheriff position and assists when requested by the Sheriff or designee.
 2. Runs local errands to pick up or deliver documents, obtain supplies, etc.
 3. Attends functions for the purpose of public education as a representative of the Patrol/Civil Division.
 4. Performs other administrative duties as assigned.
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GENERAL EXPECTATIONS:

1. Be committed to the mission of the County.
 2. Work as a member of the Sheriff's Office team in the performance of duties.
 3. Be punctual for scheduled work and use time appropriately.
 4. Work in harmonious relationships with all county staff and community.
 5. Perform duties in a conscientious, cooperative manner.
 6. Perform required amount of work in a timely fashion with a minimum of errors.
 7. Be neat and maintain a professional appearance.
 8. Possess a valid Maine Driver's license.
 9. Understand and work within Knox County Government Policies and Procedures.
 10. Accept shared responsibility with staff members to successfully complete assigned projects.
 11. Maintain confidentiality and protect the County by keeping information concerning County Operations confidential.
 12. Job Understanding: The position of Civil Process Supervisor deals with many confidential matters. Therefore, it is important that the Civil Process Supervisor understands the responsibilities connected with the position. The Civil Process Supervisor must be a confident and self-motivated person who can make decisions regarding office and civil process matters during the absence of the Chief Deputy and Sheriff.
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PHYSICAL REQUIREMENTS:

The physical requirements described here are representative of those that must be met by the Incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is occasionally required to stand, walk and use hands to operate a standard computer

keyboard, use of computer, mouse, multi-line telephone system, fax machine, printer and copier. The employee may occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those the incumbent encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

General office conditions most of the time. Noise level is usually quiet. In addition: Proper and timely distribution of paperwork may require travel to various locations in all types of weather. Daily exposure to inmates and public who sometimes tend to be in extremely agitated frames of mind. Potential exists to be exposed to blood borne pathogens. Law Enforcement deals with people from all walks of life. Visitors to the Sheriff's Office are screened by reception and need to be channeled in the correct direction. The variety of cases and problems, both civil and criminal, provides constant interest and many challenges.

QUALIFICATIONS NEEDED FOR POSITION:

Experience and Skill Requirements: The following requirements and skills are considered essential:

- Two to three years of experience in administrative or general office duties; two to three years of experience in law or civil practice or related field preferred.
- Proficient in the use of Microsoft Office Windows, Word, and Excel.
- Experience in customer service and/or dealing with the public is strongly desired.
- Ability to type legal briefs, affidavits, etc.
- Must pass a background check.

Education Requirements: The following education requirements are considered essential:

- High School Diploma or equivalent required; Associate's Degree in Criminal Justice preferred.
 - A thorough knowledge of legal processes/procedures preferred.
 - Training in real estate law and landlord/tenant law preferred.
 - Must be a certified Notary or able to obtain Notary status.
 - Valid Maine driver's license within 30 days of date of hire.
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**** All requirements and skills are considered to be essential, unless otherwise indicated. ****

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature

Date

Supervisor Signature

Date