

# Clerk Candice

Clerk of Court/Chef Court Clerk

Age: 40

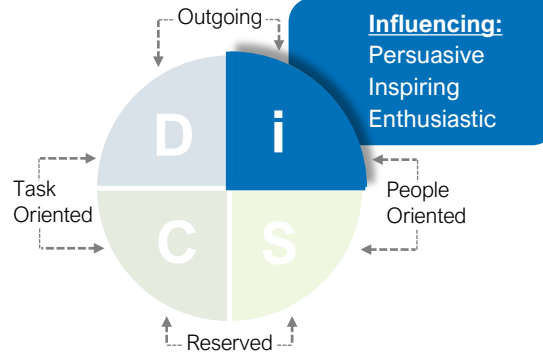
Gender: Female

Degree: High School Diploma with On-the-Job Experience

Income: \$80K

Reporting Structure: Governor

Career Path: Court Clerk Intern > Deputy Court Clerk > Elected Clerk of Court



## Hired

- High School Diploma required; Bachelor's Degree preferred
- Most often is an elected position
- Previous experience in the Court Clerk's office is helpful
- In-depth knowledge of the court system and the collections process
- Other valuable skills include:
  - Managing budgets
  - Analyzing court financial data
  - Project management
  - Jury management



## Measured

- Increase revenue recovery
- Make the collections process more efficient and compliant
- Increase communication delivery
- Provide transparency and clarity around the collections process
- Providing a higher level of service to constituents through better tracking and increased payment options/plans
- Lower overall costs

“My job it to make sure things run smoothly. My constituents expect me to be fair and transparent – providing all the help and resources they need to make payments in a timely manner. My superiors expect me to run an efficient office, increase revenue recovery and decrease costs.”

## Fired

Not re-elected by constituents.

# Project Mgr. Mike

Court Project Manager

Age: 32

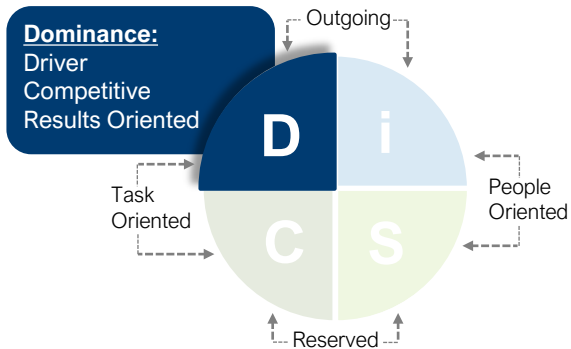
Gender: Male

Degree: Bachelors in Business

Income: \$65K

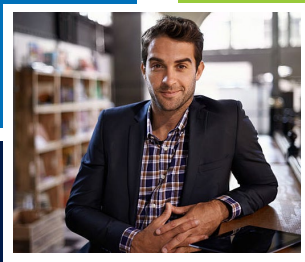
Reporting Structure: Deputy Court Admin.

Career Path: Court Operations Assistant >  
**Court Operations Manager** >  
Deputy Court Admin.



## Hired

- 6-8 years of management experience
- Court experience preferred
- Working knowledge of case management
- General knowledge of the operation and procedures of the court and justice system
- Ability to manage budgets
- Strong leadership skills
- Proven track record with analyzing data and facts to strategically solve problems



## Measured

- Evaluate and update processes and systems to maximize resources
- Help increase revenue recovery
- Improve reporting and data accuracy, transparency and regulatory compliance
- Streamline the daily reconciliation process
- Improve automation and communication capabilities

"I need a system that runs efficiently and smoothly, and data that is accurate. Two of my biggest headaches are reaching constituents who owe fees and the reconciliation process. I have limited resources and budget. What can you do for me?"

## Fired

- Errors in data or reporting
- Daily payment receipts not balancing
- Outdated data hinders revenue recovery
- Increased complaints or lawsuits due to outdated communication methods
- Data breach issues due to unsecure integration between the case management system and payment processor