



**SPECIAL PROJECTS  
DATA SUPPORT ASSISTANT**

**Unpaid Volunteer / Internship Position**

Lorri Cox Senior Court Specialist 600 Fifth Avenue, 9 <sup>th</sup> Floor PO Box 34987 Seattle, WA 98124-4987	Phone: 206.615.1606 Fax: 206.233.0056 <a href="mailto:lorri.cox@seattle.gov">lorri.cox@seattle.gov</a> <a href="http://seattle.gov/courts/general/careeropps.htm">http://seattle.gov/courts/general/careeropps.htm</a>
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**The Court Resource Center** blends the criminal justice and social service systems to improve customer service to defendants. The **DATA SUPPORT ASSISTANT** will learn court protocols and procedures, gain a working knowledge of various community social service resources to become familiar with data requirements necessary to support the Court Resource Center and Community Court programs. This position has a heavy emphasis on data support.

**Essential Functions**

- Data entry and database management;
- Assist in data collection, compile monthly, quarterly and annual statistical and demographic reports using Excel;
- Review data collection protocols for completeness and accuracy; access client information through computerized data entry/retrieval systems;
- Work closely with supervisor regarding data issues;
- Develop a solid working knowledge of the Court Resource Center (CRC);
- Work a minimum of 5 hours per week in the CRC facilitating defendant linkages to DSHS, housing, mental health, chemical dependency services, and other as necessary;
- Provide excellent customer service and develop written communications that meet City of Seattle performance standards;
- Answer phone and greet clients in a friendly, professional manner;
- Adhere to all policies, procedures, and decorum of Seattle Municipal Court.

**Required Employment Standards**

- Must pass criminal background check.
- High School Diploma or GED and pursuing college-level studies.
- Ability to maintain sensitive and confidential information.
- Twenty (20) hours per week and a minimum six month commitment, not negotiable.

**Preferred Employment Standards**

- Strong knowledge of word-processing, database, and spreadsheet applications.
- Exceptional organization and research abilities.
- Ability to work under pressure and handle changing workloads and assignments.
- Effective communication skills both written and oral.
- Effective at planning, organization and establishing priorities.
- Experience/knowledge of Windows, Word and Excel.
- Ability to deal with emotionally distraught clientele on a daily basis with compassion and active listening.