Volunteer Position Description

Title: Community Court Administrative Assistants:

Court Room Note Taker (Virtual)
Resource Center Moderator (Virtual)
Courthouse Greeter/Wayfinder (In-person)

Department: Kirkland Municipal Court

Purpose: To support accurate record-keeping of Community Court and Resource Center activities.

Duties (All duties are performed virtually via zoom, phone or email)**:**

For Court Room Note Taker

- Prior to each court hearing, obtain from Court Coordinator and review weekly the Community Court Calendar
- For each court participant, note the court actions taken, as well as what is required of the court participant
- After each court hearing, turn notes into the Court Coordinator

For Resource Center Moderator

- Provide a warm welcome to whomever visits the Resource Center.
- When providers check in at the Resource Center, make a note of their presence and assign them to their break out room. Turn in the attendance sheet to the Court Coordinator when the Resource Center closes for the day.
- As visitors to the Resource Center arrive, tally the number of visitors. Turn in the tally sheet to the Court Coordinator when the Center closes for the day.
- When visitors arrive ask how you can assist them.
    - If they know the name of the provider (person or organization) and the provider is available, send them to the provider's break out room.
    - If don't know the name of the provider (person or organization) who can assist them, send them to the break out room of an available Resource Center Navigator.

For Greeter/Wayfinder

- Provide a warm welcome to whomever is attending Community Court or visiting the Community Resource Center.
- To Community Court defendants, provide access to 'lender' tablets, used to connect to virtual Community Resource Center
- As needed, assist defendants with connectivity and technology
- Communicate with Moderator & Navigator volunteers (mostly virtually)

Required Qualifications:

- Must be available Wednesday afternoons (1:00 p.m. to 4:00 pm) on a weekly basis
- Project a professional image/positive attitude
- Enjoy working with the public
- Good oral and written communication skills in English; yet, bi-lingual skills welcomed.
- Commitment/experience in providing customer service