



# Charles County Sheriff's Office



To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

## CIVIL PROCESS SERVER SPECIALIST – CIVIL

**Division:** Special Services  
**Section:** Civil Unit  
**Pay Grade:** 108  
**FLSA Status:** Non-Exempt  
**Classification:** Full-Time  
**Updated on:** August 2021

### JOB SUMMARY

This **non-critical** position performs a variety of duties relative to the receipt and service of civil process documents issued from the various courts and/or received for service from outside agencies. The employee receives supervision from, and reports directly to, the **Supervisor, Civil Unit**. The employee carries out assignments in accordance with established operating procedures, yet must be able to act without direct supervision.

### ESSENTIAL JOB FUNCTIONS

- Serve civil documents and process postings in accordance with the rules and procedures relating to each form of civil process.
- Locates address of individuals being served civil documents utilizing the Charles County Sheriff's Office (CCSO) Computed Aided Dispatch (CAD) System, the Motor Vehicle Administration (MVA) computer system, telephone directories, and road maps.
- Examine civil documents to ensure correctness and communicate with the Supervisor, Civil Unit, concerning discrepancies prior to serving the document.
- Makes accurate report to the issuing agency of action taken on the civil document within the time frame specified by the court, i.e., documents served or documents returned when individuals are not located.
- Obtains accurate personal, employment, address, and vital statistic information on persons served for entry in the CCSO master name file.

- Provides information to appropriate jurisdiction on subject possible whereabouts if individual no longer residing in Charles County.
- Maintains complete, required, and preventive maintenance to assigned vehicle, such as changing tires and checking fluids.
- Operates assigned Agency vehicle in accordance with established rules and regulations of this Agency and laws of the State of Maryland.
- Examines court documents to ensure correctness and communicate with the Supervisor, Civil Unit, concerning discrepancies prior to serving the document.
- Prepares end of monthly written reports and forwards to Supervisor, Civil Unit, in a timely manner.
- Attends and participates in meetings and training sessions, as required.
- Performs other related job duties as assigned.

## **QUALIFICATIONS**

### **Education and Experience:**

High school diploma or an acceptable equivalency diploma (GED). One (1) year of computer experience, or, any equivalent combination of experience and training which provides the required knowledge, skills, and abilities. Law enforcement experience preferred.

### **Licenses or Certifications:**

- Must possess a valid driver's license.
- Must be certified under the Criminal Justice Information System (CJIS) Certification Program for access into the State and federal computer networks.

### **Special Requirements/Qualifications:**

- Must pass a comprehensive background investigation.
- Must pass random drug screening.
- Must drive and work in remote, rural areas of the County.
- Must perform work in accordance with sound safety practices.
- Must report for duty in a regular and punctual manner.
- Must work overtime and work varying hours on a rotating schedule including days, evenings, midnights, weekends, and holidays, as required.

### **Knowledge, Skills and Abilities:**

- Knowledge of the principles and practices, rules and regulations found in Standard Operating Procedures (SOP) and other manuals pertinent to the assigned job classification.
- Knowledge in the use of office equipment such as a typewriter, calculator, computer, fax, and copy machine.
- Ability to operate an assigned Agency motor vehicle, both day and night, in all weather situations and road conditions in a manner to arrive safely to each destination.
- Ability to learn names and locations of roads, buildings, and other landmarks in Charles County.
- Ability to deal with a wide range of people, including the elderly, non-English speaking ethnic persons, and persons with medical conditions which may render them mentally unclear.
- Ability to read, write, comprehend, and speak English in a clear, effective manner, using proper pronunciation, diction and, grammar.
- Ability to arrive at effective decisions for routine situations.
- Ability to utilize a high level of discretion, good judgment, and confidentiality.
- Ability to maintain a high level of accuracy in assigned tasks.

- Ability to organize and determine priorities of diverse assignments.
- Ability to compose and type accurately and with reasonable speed, a variety of correspondence, reports, and other materials.
- Ability to retrieve data from the computer system.
- Ability to assimilate information from a variety of resources.
- Ability to analyze, evaluate, and select, often with limited information, the best course of action.
- Ability to read and comprehend various documents.
- Ability to maintain composure and work effectively in situations of on the job pressure.
- Ability to communicate effectively and coherently with other Agency personnel and the public, either in person or by the telephone or through radio communications.
- Ability to maintain effective working relationships with coworkers and supervisors.
- Ability to appropriately accept supervision, criticism, and evaluation.
- Ability to maintain professional decorum at all times.
- Ability to maintain sensitivity to people from varying ethnic, religious, sexual, and socioeconomic backgrounds.
- Ability to deal tactfully, effectively, and equitably with people, both within and outside the Agency.
- Ability to comply with Agency policies and procedures as outlined in the Administrative and Operational Manual.
- Ability to carry out assignments in accordance with established operating procedures, yet must be able to act without direct supervision.

### **PHYSICAL DEMANDS**

Some work is sedentary with frequent periods of sitting for extended periods of time, answering the telephone, and operating computer equipment. Must be able to enter and exit motor vehicle frequently; walk, climb stairs, and other prolonged physical activity; climb a step stool or stoop down to reach file drawers just above or below arm level; read computer screens and be able to distinguish colors; Ability to manipulate keys and keyboards, file drawer latches, and file folders (locating, removing, inserting).

### **WORK ENVIRONMENT**

Work is performed in an office setting with occasional interruptions.

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Employee Name (Print)	Signature	ID#	Date
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Witness Name (Print)	Signature	ID#	Date
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