



COMMONWEALTH JUDICIARY ADMINISTRATIVE OFFICE

Guma' Hustisia / Iimwal Aweewe / House of Justice
P.O. Box 502165 • Saipan, MP 96950
Telephone (670) 236-9700/9800 • Facsimile: (670) 236-9702
Website: www.NMJudiciary.com

EMPLOYMENT OPPORTUNITY

The Commonwealth of the Northern Mariana Islands (CNMI) Judiciary is seeking a highly motivated individual for the position of:

CLIENT SERVICES NAVIGATOR

Announcement # JVA22-002

DUTIES: The successful candidate will work under the general supervision of the Chief Justice and direct supervision of Director of Courts or his/her designee. The employee in this class performs work that supports and coordinates services for all court consumers, clients, and employees. The incumbent is responsible to perform the duties and responsibilities below and meet the listed qualification requirements:

- Assists with photocopying, collating, and distributing pamphlets, forms, reports, letters, orders and other court documents.
- Maintains designated registry for incoming and outgoing correspondence and court issuances, including proper distribution to appropriate personnel or office.
- Answers incoming telephone calls and directs or refers them to appropriate personnel or office.
- Receives referrals or inquiries electronically and in person and drafts and tracks responses, including required documents.
- Assists visitors and directs them to appropriate personnel or office and performs general reception services including determining needs or other reasonable accommodation.
- Assists with and maintains required consumer tracking information including service response time, location, and outcomes.
- Compiles and assists with the updates of contact information, rosters, and directories for employees, offices, and stakeholders and related information.
- Assists with content creation for customer service essentials, quality standards for services, publications and other consumer reference materials.
- Assists with updates for all court information exchange platforms, including but not limited to court bulletins, kiosks, websites, and social media accounts.
- Assists with data collection activities, customer service evaluations, and reports.
- Assists at and attends meetings, trainings, and other settings that contribute to the advancement of access to court services and/or enhancements to customer service and programs.
- Runs errands at supervisor's request of supervisor and delivers documents to and from court facilities and other organizations as requested.
- Maintains professional etiquette, demeanor, and organizational skills during performance of duties and responsibilities.
- Performs other duties as assigned.

QUALIFICATIONS AND REQUIREMENTS: The Client Services Navigator must have any combination equivalent to graduation from an accredited college or university with an Associate's degree and a minimum of two (2) years experience in customer service, justice system support, or related work.

Must be proficient in in general navigation on digital, virtual, and other platform services, including electronic filing and social media accounts.

Must have the ability to multi-task and work in a fast-paced environment. Must have the ability to follow instructions.

Must be proficient with Microsoft Word and Excel and knowledgeable about the use of data systems.

Must have exceptional interpersonal skills.

Candidate must provide current police and traffic clearances and proof of eligibility to work in the CNMI. Must have a valid drivers' license and operate a court vehicle. Applicants given a conditional offer of employment with the CNMI Judiciary will be required to submit to urinalysis to screen for the illegal use of drugs prior to employment. "Illegal drug" means a substance whose use or possession is controlled by federal law but that is not being used or possessed under the supervision of a licensed health care professional. (Controlled substances are listed in Schedules I-V of 21 C.F.R. Part 1308.)

Education completed in foreign colleges or universities may be used to meet the job qualification requirements if the applicant can show that foreign education is comparable to education received in accredited educational institutions in the United States.

It is the responsibility of the applicant to provide such evidence when applying for Judiciary jobs. Education received in foreign colleges or universities will be considered if the candidate submits an evaluation of the coursework from: (a) an accredited U.S. college or university; or (b) a private professional organization specializing in interpretation of foreign educational credentials.¹

COMPENSATION AND TENURE: This position is appointed by and serves at the pleasure of the Chief Justice. The salary range will be \$28,000 – 30,000 per annum.

INTERESTED PERSONS PERSONS Application forms are available at the Judiciary Administrative Office at the Guma Hustisia/Imwal Aweewe/House of Justice in Susupe, or at the Superior Court offices on Kotten Tinian and Centron Hustisia in Rota during normal business hours except on weekends and holidays. Completed applications, cover letter, and three references should be submitted to:

NMI Judiciary
Human Resources
Guma' Hustisia/Imwal Aweewe/House of Justice
P.O. Box 502165
Saipan, MP 96950
Tel. (670) 236-9818
Cell. (670) 783-8592
Fax. (670) 236-9702
hr.judiciary@NMIjudiciary.com

This job announcement will remain open until filled and can be seen and a printable copy of the application downloaded at <http://www.nmijudiciary.com>

The Judiciary reserves the right to rescind or cancel this JVA at any time without notice.

THE CNMI JUDICIARY IS AN EQUAL OPPORTUNITY PROVIDER AND EMPLOYER.

¹ The following organizations evaluate foreign educational credentials for employment and other purposes. All operate on a fee based on the extent of the education to be evaluated; applicants shall bear the cost of evaluation.

(a) Credentials Evaluation Service P.O. Box 24679 Los Angeles, CA 90024

(b) Education Equivalency Evaluation World Education Services P.O. Box 745 Old Chelsea Station New York, NY 10011

(c) Education Credential Evaluators, Inc. P.O. Box 17499 Milwaukee, WI 53217

(d) International Consultants of Delaware, Inc. 914 Pickett Lane Newark, DE 19711

(e) Foundation for International Services, Inc. P.O. Box 230278 Portland, OR 97223.

While the Judiciary offer these addresses as information to applicants who request assistance in obtaining an evaluation of foreign education, these services are not preferred over others which may exist.