

COUNTY OF SOLANO
CLASS SPECIFICATION
PROCESS SERVER

Effective Date: September 12, 2001

Effective Date of Revision: August 12, 2015

CLASS SUMMARY:

Under general supervision is responsible for serving civil or criminal process documents such as court orders, writs, affidavits, summonses, notices, subpoenas, and providing proof of service. Incumbents in this class are responsible for serving civil and/or criminal process documents and for receiving, reviewing, planning and delivering documents necessary to assure needed witnesses are noticed as to the requirement for their presence in civil and criminal matters.

DISTINGUISHING CHARACTERISTICS:

This class is distinguished from the:

- **District Attorney Investigator (Supervising)** class which plans, organizes, supervises and participates in the activities of one or more investigations units in the District Attorney's Office engaged in conducting investigations of criminal and/or civil law matters; conducts the more complex or sensitive investigations; and serves as a member of the department's management/supervisory team.
- **Chief Deputy Public Defender** class which plans, organizes and supervises the operations of a Criminal Division within the Office of the Public Defender; defends complex cases ;
- **Chief Public Defender Investigator** class which plans, organizes, coordinates and supervises the activities of the criminal investigation staff of the Office of the Public Defender; and conducts the more complex or sensitive investigations of criminal and civil law matters in the Office of the Public Defender.

SUPERVISION RECEIVED AND EXERCISED:

- Supervision is provided by, for example, the District Attorney Investigator (Supervising), the Chief Deputy Public Defender, the Chief Public Defender Investigator; or
- No supervision is exercised over others.

ESSENTIAL DUTIES: This class specification represents the core area of responsibilities; specific position assignments will vary depending on the needs of the department.

- Receives legal process documents and written instructions for service of documents to litigants; plans daily workload and route to facilitate the service process with a minimum of travel time and mileage.
- Locates witnesses, makes positive identification of person being served and serves court orders, writs, subpoenas, affidavits, summonses, or notices to witnesses for appearance in court.
- Contacts employers, families, neighbors, and others to secure information regarding the whereabouts of individuals in order to effect the service process.
- Informs persons served of the general contents of the documents served.

- Prepares reports on documents served or attempted. Signs proof of service documents and maintains records.
- Transports witnesses for conferences or court appearances and informs witnesses when court is cancelled or postponed.
- During court sessions, serves as witness and provides testimony regarding the measures taken (due diligence) to locate witnesses.
- Performs other duties of a similar nature or level as assigned.

EDUCATION AND EXPERIENCE:

- **Education:** Completion of 15 semester or 22.5 quarter units from an accredited college or university in criminal justice, paralegal, sociology, psychology or other related field.

OR

- **Experience:** Six months full time experience performing public contact work and/or reviewing or explaining legal, insurance, financial or other comparable documents or information.

LICENSING, CERTIFICATION AND REGISTRATION REQUIREMENTS:

- Applicants are required to possess a valid California Driver's License, Class C.

Note: The driver's license must be kept current while employed in this class.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Basic administrative procedural processes or techniques for delivery and exchange of information.
- Documentation and recordkeeping methods.
- Customer service techniques for dealing with customers, often in a difficult or confrontational situation.
- Standard office procedures, practices, equipment, personal computers, and software.

Skill and/or Ability to:

- Plan and organize daily workload.
- Learn the procedure for the service of different types of legal documents.
- Work with and speak to various cultural and ethnic individuals and groups in a tactful and effective manner.
- Develop information from the public and other sources to identify persons to be served.
- Establish and maintain effective working relationships with those contacted in the performance of required duties.
- Determine the appropriate course of action in emergency or unusual situations;
- Maintain accurate records and document actions taken.
- Maintain confidentiality of records and information per pertinent laws/regulations.
- Use modern office equipment to include computers and related software applications.

PHYSICAL REQUIREMENTS:

- Mobility and Dexterity: Positions in this class typically require stooping, kneeling, reaching, standing, walking, fingering, grasping, feeling (i.e. sense of touch), and repetitive motion.
- Lifting, Carrying, Pushing and Pulling (Light Work): Employees in this class will be exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- Vision: Positions in this class require the employee to have close visual acuity, with or without correction, to prepare and analyze data and figures, transcribe, view a computer terminal, read, etc. Positions in this class also require employees to have depth perception in order to operate a motor vehicle.
- Hearing/Talking: Positions in this class require the employee to perceive the nature of sounds at normal speaking levels with or without correction, and have the ability to receive detailed information through oral communication. Positions in this class require the employee to express or exchange ideas by means of the spoken word.

WORKING CONDITIONS:

- Office Work plus Outdoor Work: While some work will be in an office setting and driving in a car, locating persons and delivering legal documents will require an employee in this class to work outside and thus will be subject to exposure to intense noises, fumes, odors, pollens, dust, inadequate lighting, and to unpleasant field conditions including rainy, windy, cold, or hot weather.
- Disruptive/Confrontational Human Contacts: Employees in this class may be subject to disruptive and confrontational people.
- Working Alone: Employees in this class may be working in remote areas and/or may be working on night shifts and/or on weekends and thus may working alone for extended periods of time.

OTHER REQUIREMENTS:

- Background Checks: The County may conduct a background check and a reference check on candidates prior to appointment to a position within this class.
- Independent Travel: Incumbents are required to travel independently to locate persons and deliver legal documents.
- Hours of Work: Incumbents may be required to work weekends, holidays, irregular hours, on-call, and after normal business hours.
- Language Proficiency: Some positions allocated to this class will require the employee to speak, read and write in a language other than English.



Marc A Fox, Director of Human Resources

CLASS HISTORY AND CLASS INFORMATION:

- Date Approved by the Civil Service Commission: 09/12/2001
- Date Adopted by the Board of Supervisors:
- Date(s) Revised: 08/12/2015
- Date(s) Retitled and Previous Titles of the Class:
- Class Code: 413320