



## THE REGIONAL MUNICIPALITY OF DURHAM

Legal Department

### Court Services Assistant (Regular Full-Time)

Job ID: 23476  
Job Number: 573  
CUPE Local 1764

Open: Apr 29, 2026    Close: May 05, 2026

#### Diversity, Equity and Inclusion Statement

The Region of Durham is committed to advancing equity, diversity and inclusion within our organization and the communities we serve. We welcome and encourage applications from people who are Indigenous, racialized persons, women, persons with disabilities, members of LGBTQ2S+ communities, and others who may contribute to the further diversification of our workforce, including those who experience systemic barriers.

In accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code, accommodation will be provided throughout the recruitment process upon request, based on any Code-protected ground.

#### Court Services Assistant

Reporting to the Supervisor, Court Services,

The incumbent will:

- Provide professional front line customer service at the public counter, by telephone and by email.
- Deliver accurate, impartial information regarding court procedures, fines, convictions, appeals, reopening, extensions of time to pay, and legislated timelines.
- Manage a high-volume environment while maintaining accuracy and confidentiality.
- Process payments and calculate fees for judicial orders, fines, restitution, transcripts and certified copies.
- Balance and reconcile daily cash, electronic payments, and court financial records.
- Maintain accurate court and case records using electronic case management systems (e.g., CAMS, ICON).
- Receive, review, and process Part I, II and III court documents.
- Prepare and update court dockets.
- Support the processing of affidavits, reopenings, and extensions of time to pay applications.
- Process appeals in accordance with Provincial Offences Act legislation.
- Receive, respond, and distribute incoming and outgoing court related correspondence to various internal and external Stakeholders.
- Enforce judicial orders.
- Function as a 'Clerk of the Court' as designated
- Function as 'Commissioner for Taking Affidavits' as required.
- Provide training and assistance as needed and maintain all procedural notes.
- Support statistical reporting, records retention, and purchasing activities
- Provide administrative and clerical support and perform other duties as assigned as required.

The successful candidate will possess:

- A post-secondary certificate program in Court Support or a related discipline or [equivalent combination of education and experience](#).
- Previous experience in a customer-focused, court services environment.
- Knowledge of procedures, processes, legislation, and regulations related to the Ontario Court of Justice and the Provincial Offences Act (POA), cash handling and POA collection procedures/processes, Enforcement and Ministry of Transportation licensing procedures
- Proven proficiency experience using the Integrated Court Offences Network (ICON) database to retrieve and access data; proven proficiency in Microsoft Office applications, (Word, Excel, Outlook).
- Minimum of 50 words per minute typing speed.
- Excellent time management and organizational skills and the ability to multi-task in a high volume, fast-paced environment.



- Exceptional communication and interpersonal skills, demonstrating tact and diplomacy when dealing with various stakeholders and in addressing client concerns and issues.
- Superior attention to accuracy and detail.
- Ability to work effectively in a team environment with minimal supervision.
- A demonstrated ability to provide high-quality service with consideration for equity and accessibility.
- Bilingualism in English and French is an asset.

### **CUPE 1764 Salary Grade 5**

This position is with Salary Grade 5 and will be paid at the following hourly rates:

- Start: \$41.44 - Six Month: \$43.74 - Job: \$46.04

### **Conditions of Employment**

All applicants are expected to comply with the Region of Durham's Code of Ethics and Code of Conduct Policies throughout the recruitment process. Prior to the start date, the successful candidate will be required to provide a satisfactory Criminal Record and Judicial Matters Check dated within two (2) months from date of hire. Proof of education, qualifications and any other job bona fide requirements will also be collected.

### **External Application Process**

Come find a home where exciting and rewarding careers are balanced with your lifestyle. We thank all applicants; however, only those being considered will be contacted. Please apply online ([www.durham.ca](http://www.durham.ca)) no later than midnight (Eastern Standard Time) on the closing date indicated on the Job Posting.

The Region of Durham is an equal opportunity employer committed to an inclusive, barrier-free recruitment and selection process. If contacted for an employment opportunity and you require accommodation, or if this information is required in an accessible format, please contact us at: [RecruitingHelp@durham.ca](mailto:RecruitingHelp@durham.ca) and a Recruiter will provide appropriate assistance pursuant to the Region's Accommodation and Accessibility policies. Please note that resumes should not be sent to [RecruitingHelp@durham.ca](mailto:RecruitingHelp@durham.ca).

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