

Appearances & Attitudes Matter

The **Professional** Court Clerk

Objectives:

- ▶ 1. Identify Professional Court Image
- ▶ 2. Discuss three benefits of education
- ▶ 3. Describe Court Clerk Certification Program

Image is EVERYTHING!!

- ▶ **Presenting a Professional Image:**
 - Creates a favorable **impression**
 - Promotes **respect**
 - Encourages Better **Communication**

Professionalism

› What is it?

Merriam-Webster dictionary defines a "profession" as "a calling requiring specialized knowledge and often long and intensive academic preparation"

- Competency
- Specialized Knowledge
- Integrity
- Respect
- Image

Appearance Matters

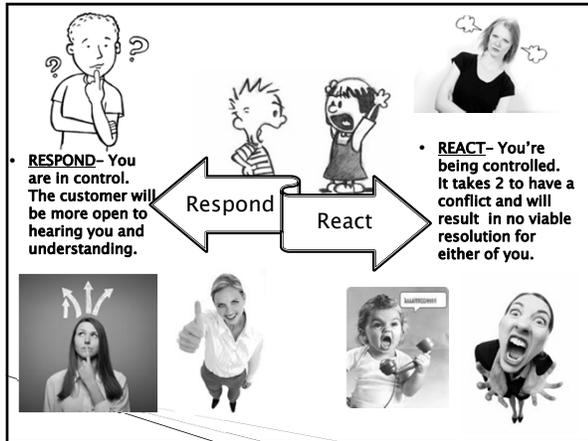
› Personal Appearance

› Organized Work Area

› Courtroom Etiquette

Attitude also Matters

- Be friendly, courteous and LISTEN
- Show your willingness to help
- Give GOOD and ACCURATE information
- Have confidence and boundaries
- DON'T take it personal



Professional Development

- ▶ Municipal Court Clerk Certification Program

The Certification Program was established in 1996.

The intent of this program is to encourage professional development and educational growth

Certification Levels

- ▶ **Level I**
 - The applicant must provide proof within three years preceding application for certification, the applicant has:
 1. passed the test and;
 2. successfully completed 40 hours of training as sponsored by the TCCA (state or local chapter), TMCA, TMCEC, or an alternate approved provider; or a combination thereof. (You may obtain up to 8 hours of on-line training towards this requirement.

Certification Levels

▶ Level II

◦ The applicant must provide proof within three years preceding application for certification, the applicant has:

- 1. passed the test and;
- 2. successfully completed 40 hours of training as sponsored by the TCCA (state or local chapter), TMCA, TMCEC, or an alternate approved provider; or a combination thereof. (You may obtain up to 8 hours of on-line training towards this requirement.

- These hours could potentially be the same or some of the same used to achieve Level 1 as long as they are still within the three years preceding the date of the application.

Certified Municipal Court Clerk

▶ CMCC ~ Level III

◦ The applicant must provide proof that the applicant has:

- 1. passed Level III test based on the Level III books;
- 2. successfully completed 28 hours of training as sponsored by the TCCA (state or local chapter), TMCA, TMCEC, or an alternate approved provider; or a combination thereof. (You may obtain up to 8 hours of on-line training towards this requirement.
- 3. attended a 12-hour court administrator program;
- 4. achieved Level 1 and Level II Certification;
- 5. attended a 24 hour Assessment Clinic; and
- 6. successfully completed the Level III Journal

“You can’t build a reputation on what you’re going to do”

▶ -Henry Ford
