



Superior Court of Arizona

Pinal County

Volunteer Information Officers

Volunteer Information Officers serve an important role in improving public access to the Court. You will provide in-person assistance from your duty station located near the first-floor entrance. All volunteers are provided with an orientation program as well as strong support from the court staff.

Duties will include greeting the public, helping them access the elevators, assisting customers to navigate the building and locate court departments, courtrooms, and information about court cases. You may need to direct and/or escort court customers to courtrooms, customer service windows, the Self-service center/Law Library, Conciliation Court Services, and the Court Human Resources office as needed.

Duties will also include:

- Walking around the first floor of the Superior Court building and offering assistance to court customers.
- Providing directions to courtrooms and other court buildings such as Juvenile Court Services or the Youth Justice Center.
- Assist court customers to board the elevators in an efficient manner.
- Direct court customers to the Clerk of the Superior Court's first-floor information counter regarding substantive or case-related questions.
- Direct court customers to all court departments, including the Clerk of Court's office, the Law Library which houses the Self-Service center, legal records, the jury assembly room, Adult Probation and Pretrial Services, Court Administration, Conciliation Court Services, Juvenile Court Services or Court Human Resources, as needed.
- Direct court customers to web-related court resources.

Volunteers must be: patient, courteous and feel comfortable answering general inquiries; customer service orientated; possess excellent verbal communication and listening skills.

Professional grooming and attire will be required.

You may need to stand for significant periods of time, although chairs will be provided for slower times, and you will need to be able to escort customers when necessary.

Court volunteers must pass a criminal background check, be minimum age of 18 years and are asked to commit to a minimum shift of 4-hours per week on any day or hours the Court is open for business. Volunteers will gain a broad insight and knowledge of the court system and county offices. Flexible volunteer schedules are available.

No court experience is required and training will be provided to all volunteers.

For more information about volunteering at the Superior Court in Pinal County, please contact Court Human Resources at 520.866.5419 or via email at PinalSCHR@courts.az.gov.