



OCAP CONTENT COORDINATOR - SELF-HELP CENTER & LAW LIBRARY - SALT LAKE CITY

This role requires a background in legal studies or experience navigating complex systems, paired with a willingness to learn platform-specific technical tools and develop basic JavaScript proficiency on the job. Centered on user advocacy, the Coordinator utilizes technical tools, user testing, and software support to ensure our interactive web-based legal content, fillable forms, and guided interviews are accessible and user-friendly for the public.

Program Mandate and Scope

This position supports the OCAP Program Administrator in the operational administration of the Online Court Assistance Program (OCAP), established under Utah Code 78A-2-501 and administered by the Administrative Office of the Courts. As mandated by statute, the OCAP Program Coordinator assists in providing the public with information on civil procedures and preparing and filing civil pleadings and other court papers. This work is specifically focused on the case types identified in the OCAP statute: uncontested divorces, enforcement of orders in a divorce decree, landlord-tenant actions, and guardianship actions, as well as other proceedings approved by the program's governing authority referenced in the statute as the board (the Self-Help Center & Law Library and the Forms Committee).

Salary: \$27.25 - \$42.24

Closing Date: 6/22/26

Number of Openings: (1) Full-time, FLSA non-exempt, [at-will](#) position with [benefits](#) | Monday - Friday | 8:00 am - 5:00 pm

Physical Address: Administrative Office of the Courts - Matheson Courthouse (450 South State Street | Salt Lake City, UT 84111)

Benefits: This position is eligible for a full benefits package, including medical, dental, life, and long-term disability insurance, education assistance, a retirement plan, 401(k) matching, paid parental and postpartum recovery leave, plus paid leave to include annual, sick, and holiday pay. The State requires employees to receive their pay through direct deposit. If selected, you will receive more information about these benefit options and enrollment information through our onboarding process and during your first week or two on the job.

Criminal Background Check: You must successfully pass a criminal history check.

Driver's License Requirements: Employees hired for this recruitment will be subject to the Driver Eligibility standards.

EEO STATEMENT: The State of Utah is an equal opportunity employer. Hiring is done without regard to race, color, religion, national origin, sex, orientation, gender identity, age or disability. The State provides reasonable accommodations to individuals with known disabilities in compliance with the Americans with Disabilities Act. For accommodation information or if you need special accommodations to complete this application process, please contact CourtsHR@utcourts.gov

Job Description

OCAP CONTENT COORDINATOR - SELF-HELP CENTER & LAW LIBRARY - SALT LAKE CITY The OCAP Content Coordinator supports the development, maintenance, and improvement of web-based legal content, fillable forms, and guided interviews on the MyPaperwork platform. Centered on user advocacy, this role requires a background in legal studies or navigating complex systems, paired with a willingness to learn platform-specific technical tools and basic JavaScript skills on the job. The Coordinator utilizes technical tools and user testing to ensure court resources are accessible and effective for people navigating the court system without attorneys.

The OCAP Content Coordinator supports the OCAP Program Administrator in developing, maintaining, and improving the full range of resources the program provides to self-represented litigants — including web-based legal procedure content, fillable court forms, and guided document assembly interviews delivered through the MyPaperwork platform. This role is centered on user advocacy and content quality across all of these resource types. The Coordinator works under the direct supervision of the OCAP Program Administrator and operates within the scope of OCAP's statutory mission. Over time, the Coordinator is expected to develop increasing technical proficiency in the MyPaperwork platform, including familiarity with interview logic and leveraging platform-specific tools and technologies—including JavaScript logic and technical templates—in support of the program's statutory purpose to:

- Minimize the costs of civil litigation;
- Improve access to the courts; and
- Provide for the informed use of the courts and the law by pro se litigants.

While the MyPaperwork platform may be used for other court services beyond OCAP's statutory scope, the OCAP Program Coordinator prioritizes the development and support of OCAP specific resources to ensure the program's legislative mandate and statutory mission remain the primary focus of assigned duties.

Example of Duties

- Develop and maintain web-based legal procedure content under the direction of the Program Administrator, ensuring it is accurate, accessible, and current with changes in law and court rules.
- Assist with maintaining the program's fillable form library, coordinating updates with the Program Administrator in response to Forms Committee direction and legal changes.
- Build and maintain guided interviews in the MyPaperwork platform under the direction of the Program Administrator, beginning with interviews that do not require custom JavaScript and progressively expanding to more complex logic as technical proficiency and tool familiarity increase. Conduct user testing on existing and new interviews and web content, documenting findings and recommending improvements to phrasing, structure, and logic.
- Monitors program-specific support tickets, identifies and reports system behaviors or content errors, and works under the direction of the Program Administrator to advocate for their resolution.
- Review all program resources continuously for usability, ensuring the experience is accessible to people navigating the court system without attorneys.
- Update interviews, forms, web content, and provisions in response to changes in law and court rules, in coordination with the Program Administrator.
- Support users experiencing difficulty with OCAP resources, serving as a first point of contact for user assistance and escalating platform issues to the Program Administrator and IT as needed.
- Assist in developing and maintaining program metrics to evaluate whether self-help resources are effective for the people who use them.
- Contribute to program documentation, content inventories, and institutional records maintained by the Program Administrator.
- Assist with public-facing communication about OCAP resources, including stakeholder updates and outreach materials as directed.
- Perform other related duties as assigned.

Typical Qualifications

- Bachelor's degree, or an equivalent combination of education and experience. Background in legal studies, library science, social work, communications, or a related field is preferred.
- Experience working with or on behalf of populations navigating complex systems -- legal, social services, public sector, or similar. Experience with content development, user testing, or legal document preparation is preferred but not required.
- Comfort with web-based tools and a willingness to learn platform-specific technical skills on the job. Ability to utilize technical tools and resources to build form logic is a plus; prior experience with guided interview tools, document assembly platforms, or basic JavaScript is welcome but not a requirement at hire.
- Strong under empathy -- demonstrated ability to recognize and document where a digital process, form, or legal instruction may be unclear or problematic for a non-lawyer.
- Clear and plain written communication skills, including the ability to write questions and instructions that non-attorney users can understand and follow, and to accurately document system behaviors for the Program Administrator.

- Attention to detail in reviewing legal content for accuracy, completeness, and currency.
- Ability to work collaboratively under supervision and to take direction on priorities and scope.
- Organizational skills sufficient to manage multiple concurrent projects and update cycles.

Growth Path

This position is designed with a defined development trajectory. The Coordinator is expected to deepen their technical proficiency in the MyPaperwork platform over time, with the OCAP Program Administrator providing mentorship and structured learning opportunities. The goal is for the Coordinator to become capable of independently maintaining and building interviews -- including technically complex ones -- which is essential to the program's continuity and resilience in meeting its statutory mandate.

Coordinators who develop strong technical and programmatic skills will be well-positioned for advancement into program management roles within the department or the border Judiciary.

Supplemental Questions

1. As part of this application process, you must upload your resume, cover letter, and a list of three (3) professional references to your application profile. Your answers to the questions on this application must be supported by your resume or work history. "See resume" or "see previous response" is not an acceptable response to any questions. Failure to follow these terms may result in disqualification from further consideration for this position.

I acknowledge I have read the above statement.

2. Select the option that best describes your education and experience.

- No High School Diploma or GED and less than 4 years of experience in legal studies, library science, social work, communications, or a related field
- High School Diploma or GED and at least 4 years of experience in legal studies, library science, social work, communications, or a related field
- Associate's Degree and at least 2 years of experience in legal studies, library science, social work, communications, or a related field
- Bachelor's Degree and experience in legal studies, library science, social work, communications, or a related field
- Master's Degree
- Juris Doctorate
- PhD

3. Select the category that best describes your years of experience working with or on behalf of populations navigating complex systems -- legal, social services, public sector, or similar.

- None
- Less than 1 year
- 1-2 years
- 2-3 years
- 3-4 years
- 4+ years

4. Please elaborate on your years of experience working with or on behalf of populations navigating complex systems -- legal, social services, public sector, or similar.

5. Select the category that best describes your experience with content development, user testing, or legal document preparation.

- None
- Less than 1 year
- 1-2 years
- 2-3 years
- 3-4 years
- 4+ years

6. Please elaborate on your experience with content development, user testing, or legal document preparation.

7. Are you a current or former State of Utah employee?

- Yes
- No

8. As a veteran of the armed services, you may be entitled to preference when seeking initial employment with the Utah State Government (Utah Code [71A-2-102](#)). Please indicate your veteran status:

- Veteran
- Not a Veteran
- Veteran with a disability or Purple Heart recipient
- Spouse, widow, or widower of a veteran
- Spouse, widow, or widower of a veteran with a disability or Purple Heart recipient

9. Having applied for an employment opportunity with the Utah State Courts, I hereby authorize the Utah State Courts to conduct a thorough background check, including but not limited to references, employment records, convictions, and criminal records. I understand that such background checks will only be made upon final selection for

an employment position. All information will be kept confidential and released only to authorized representatives. I understand that any falsification of data on my part will result in disqualification from further consideration (before approval) or dismissal (if already approved). Certain offenses may bar me from further consideration or result in termination. I hereby release the Utah State Courts and all authorized parties from any civil or criminal liability from my background check.

I acknowledge I have read the above statement.