TUSCOLA FRIEND OF THE COURT
INVITES APPLICATIONS FOR THE FOLLOWING POSITION:

TITLE: FOC Services Specialist

OFFICE: Friend of the Court, Tuscola County Michigan

STARTING SALARY: $14.48/hr. plus benefits

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SUMMARY

This position primarily oversees the reception area of the Friend of the Court Office and provides clients with case related information.

Primary responsibilities include:

- Providing general reception services in the Friend of the Court Office; answering phones and assisting clients at the reception counter.

- Assisting clients by providing general information case information.

- Collecting cash payments and processing credit card transactions.

- Imaging documents using a scanning system and insuring quality of scanned documents.

- Preparing daily bank deposits.

- Any other duties as assigned by supervisor or Friend of the Court Director.

Minimum Education and Experience: Completion of an associate’s degree and previous customer service experience; basic PC knowledge, basic math skills, good grammar skills, and ability to follow complex oral and written directions.

At all times, demonstrate a willingness and ability to treat litigants with dignity and respect; maintain a positive attitude and collaborate with other employees and agencies to provide excellent public service. Show good judgment, tact and courtesy to others. Flexible attitude and a willingness to accept changes in responsibilities, office policies and practices based upon the needs of the office and the public.

Ability to sit and stand for prolonged periods of time. Ability to lift weights of up to 50 pounds. Ability to stoop, bend, reach and turn while performing duties at a desk.
Adequate visual acuity with corrective lenses for reading a computer screen. Adequate hearing comprehension to use the phone and answer questions. Ability to communicate by telephone with clients. Physical ability to operate office equipment as required.

**Preferred Knowledge, Skills, and Abilities:** Working knowledge of federal and state laws and court procedures as they relate to domestic relations matters; MICSES experience a plus.

Those interested in applying for this position must submit a complete application package which includes:
  1) cover letter
  2) resume
  3) “General Employment Application” which is available at: [http://www.tuscolacounty.org/employment/](http://www.tuscolacounty.org/employment/)

The application deadline for this position is **4:30 pm on Monday, August 19, 2019**.

Completed application packages can be mailed/delivered to:

**Tuscola County Friend of the Court**  
Attention: Sandy Erskine  
440 N. State Street  
Caro MI 48723