CLINTON COUNTY
JOB DESCRIPTION

SERVICES SPECIALIST – FRIEND OF THE COURT

All candidates must submit an electronic Clinton County Application for Employment accompanied by a resume, cover letter and references.

Only qualified candidates who are selected for an interview will be contacted.

TITLE: SERVICES SPECIALIST – FRIEND OF THE COURT
EMPLOYEE GROUP: NON-UNION – FULL-TIME
SALARY RANGE: $35,577 to $42,675 (Hire rate depending on qualifications)
ADDITIONAL INFO: https://www.clinton-county.org/178/Human-Resources
APPLICATION DEADLINE: Open until filled

Supervised By: Friend of the Court and Deputy Friend of the Court
Supervises: No supervisory responsibility

Position Summary:

Under the supervision of the Friend of the Court and Deputy Friend of the Court, performs a variety of secretarial, administrative, and support functions. Serves as receptionist for the office and responds to a variety of procedural and case inquiries and assists clients by explaining court orders and answering inquiries related to support calculation, medical enforcement and related issues. Opens and processes all mail. Prepares statistical reports for the state. Researches files to respond to account inquiries and performs related functions.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties, which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Serves as receptionist and answers telephone lines of the office of the Friend of the Court, answers inquiries regarding procedural information and case scheduling, determines if the caller’s concern should be reduced to writing and/or directs call to appropriate individual. Researches files to respond to questions from attorneys and clients.

2. Assists clients with interpreting court orders, responds to and explains medical enforcement issues, answers preliminary questions on issues such as what goes into the computation of income and related issues.
3. Researches and responds to questions regarding accounts such as arrearages, status of tax intercepts, credits, application of money to account and related issues. Prepares correspondence explaining account status.

4. Opens mail, reviews correspondence, and routes to appropriate staff.

5. Researches files for children researching the age of majority and determines appropriateness of support based on court order. Distributes and records graduation notices from custodial parents and updates computer records.

6. Prepares new case files which includes determining if parties have a prior case with the office, typing information on case card, processing income withholding order, and verifying ADC certification.

7. Prepares statistical reports for the Family Independence Agency, which includes collecting data from reports and records, compiling data, cross-checking totals, and typing the report.

8. Reviews court orders and judgments of divorce, utilizing a judgment checklist to verify completeness, prior to submission for the Judge’s signature.

9. Provides secretarial and administrative support to the Friend of the Court and other staff. This includes typing correspondence and reports and maintaining office and project files.

10. Researches and prepares financial statements for financial institutions on individual cases. Prepares and mails individual payment histories to clients as requested.

11. Enters change of address and other case information to the computer system.

12. Performs a variety of other tasks such as processing checks through check signer, filing, maintaining and ordering supplies, maintaining visitation room schedule, copying files for transfer to another County and related tasks.

13. Processes, secures and indexes all mail.

14. Performs routine maintenance on copy machine, microfilm equipment and other office equipment.

15. Performs other duties as directed.

**Required Knowledge, Skills, Abilities, and Minimum Qualifications:**

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the job.

Requirements include the following:
• High school diploma or equivalent and two years of progressively more responsible experience in providing clerical and administrative support.

• The County, at its discretion, may consider an alternative combination of formal education and work experience.

• Ability to learn the principles and practices of general office procedures, and local, state, and federal laws, rules, and regulations governing the operations of the Friend of the Court Office.

• Ability to learn the State of Michigan Friend of the Court system, and court procedures and practices.

• Knowledge and skill in maintaining accurate electronic records and providing customer service.

• Skill in assembling data and maintaining file systems.

• Skill in effectively communicating ideas and concepts orally and in writing.

• Demonstrated ability to maintain professional integrity and effectively meet and deal with the public.

• Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with County employees, contractors to the County, representatives of other governmental units, professional contacts, elected officials, children and families and the public.

• Skill in the use of office equipment and technology, including Microsoft Suite applications, database entry and the ability to learn new software programs applicable to the position.

**Physical Demands and Work Environment:**
The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to communicate in person and by telephone, read regular and small print, view and produce written and electronic documents, and enter data on a computer keyboard with repetitive keystrokes. The employee must be mobile in an office setting, stand, sit, stoop and kneel, use hands to finger, handle, or feel, and reach with hands and arms. The employee must lift or pull/pull objects of up to 15 lbs. without assistance. Accommodation will be made, as needed, for office employees required to lift or move objects that exceed this weight.
The typical work environment of this job is a business office setting where the noise level is quiet and sometimes moderate.