

18th Circuit Court - Family Division - Bay County

RECEPTIONIST/CLERICAL ASSISTANT

Under the direction of the Office Manager/Administrative Assistant, answers all incoming calls and transfers to appropriate individual, receives clients and others and directs to appropriate staff member, processes mail, files documents to court files, schedules certain appointments, and performs other general clerical support functions.

Principal Duties and Responsibilities:

(The following examples are intended to be descriptive but not restrictive.)

- Answers/screens all incoming telephone calls for routing to appropriate staff member or division;
- Greets walk in clients and others, answering routine inquiries and/or directing them to the appropriate staff member;
- Informs walk in clients of procedures that must be followed in order to receive services and provides appropriate forms as necessary;
- Pulls files for walk-in clients on an as needed basis;
- Sets appointments for staff members in specified matters;
- Opens all support payments received by mail and prepares individual batches for posting payments;
- Receipts over the counter support payments to the child support application;
- Compiles, certifies and mails various reports necessary in the operation of the department;
- Posts standard data to records and files; i.e., receipt of documents, changes of address, and other actions in case notes, etc.;
- Opens and distributes all mail/correspondence, documents, forms received over the counter, etc.;
- Delivers outgoing mail to and from central mail room;
- Picks up and delivers legal papers, files and other documents to other court offices;
- Responsible for maintaining proper levels of supplies and forms;
- Files all court files and all legal documents, complaints, address changes, correspondence and other materials to case files;
- Purges files and prepares files for microfilming;
- Operates a variety of office equipment, including but not limited to, personal computers and related hardware/software, typewriters, adding machines, copy machines and facsimile machines;

Required Experience and Training

- Experience with math, accounting, word processing and software applications.
- Have two (2) years office experience in a court, law office or closely-related setting.

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RECEPTIONIST/CLERICAL ASSISTANT (continued)

Required Knowledge, Skills and Abilities

- Considerable knowledge of modern office procedures, including electronic data processing;
- Considerable knowledge of basic clerical practices and techniques;
- Considerable knowledge of and ability to perform complex account and record keeping management activities;
- Considerable ability to read and accurately interpret various legal and court-related documents;
- Considerable ability to make routine decisions in accordance with departmental policies and procedures;
- Considerable ability to follow both oral and written instructions;
- Considerable ability to establish and maintain effective working relationships with supervisors, co-workers and the general public;
- Ability to perform standardized mathematical computations;
- Ability to operate office equipment, including but not limited to, personal computers and related hardware/software, typewriters, adding machines, copy machines, and facsimile machines;
- Ability to communicate effectively;
- Ability to use tact and diplomacy and understand people from all social, economic and cultural backgrounds;
- Ability to write legibly.

Work Environment and Physical Demands

While performing the duties of this job, the employee is regularly required to sit for long periods of time, walk, talk and hear. The employee is frequently required to reach above the head. The employee is frequently required to read typed and/or hand written material. The employee is frequently required to reach forward with hands and arms. The employee must frequently lift and/or move, push or pull up to thirty-five (35) pounds or less. The work performed frequently requires close exposure to VDT's, CRT's, UV rays. The work performed frequently requires repetitious hand, arm or finger motions, as well as manual/finger dexterity.

An employee in this class generally works in the Family Court office, though travel within the State may be periodically required for training and meetings.

Experienced in answering multi-line telephone system, greeting clients, and general clerical duties. Must possess excellent communication skills, computer skills, accounting experience and ability to work in a fast-paced environment. A Bachelor's Degree is preferred.

Send resume with cover letter to: Bay County Circuit Court, Family Division, PO Box 856, Bay City, MI 48707-0856. Deadline for accepting applications is Monday, September 15th, 2008 at 5:00 PM.

An Equal Opportunity Employer

“Bay County does not discriminate on the basis of handicapped status in admission or access to, or treatment or employment in, its programs and activities.”

06/25/08