

Oceana County

JOB DESCRIPTION

Bargaining Unit: General, Non-Union

FLSA: Non-Exempt

Job Title: Data Entry Operator

Salary Range: PALSS

Department: Friend of the Court

Hours: 40 hours/week
2,080 hours/year

General Summary:

Perm, Full time

Under the direction of the Friend of the Court, serves as receptionist and responds to a variety of procedural and case inquiries. Performs a variety of support functions such as typing forms, legal documents and correspondence, filing court papers to case files, opens and processes mail.

Essential Duties and Responsibilities:

These examples may not include all of the duties which the employee is expected to perform. Other duties may be added at the discretion of the department head. To perform this job successfully, an individual must be able to perform essential functions satisfactorily. Duties and responsibilities may be added, deleted, or otherwise modified at any time.

- Serves as a 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 concerns should be reduced to writing and/or directs call to appropriate individual.
- Reviews and sorts daily mail of the Friend of the Court and routes correspondence to appropriate staff. Operates postage meter and processes outgoing mail.
- Types various orders, stipulations and other legal documents.
- Types envelopes, form letters, and correspondence and mails to parties of the court action.
- Files correspondence and court documents to case files, retrieves case files and case information when requested to do so by immediate supervisors.
- Enters change of address and other case comments and case information on computer system.
- Performs a variety of other support tasks such as copying documents and files.

Oceana County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

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- Responds to employers on questions relative to income withholding orders that have been served upon employer.
- Prepares on occasion notices to payors who are delinquent in support payments. Prepares on occasion orders to show cause and ensures proper distribution of these documents to the parties of the court action.
- Responds to inquiries regarding account balances, income withholding orders, payment histories, and procedures. Schedules and coordinates appointments for immediate supervisors.

Knowledge, Skills, & Abilities:

- Proficiency in English grammar, spelling, punctuation, business writing such as letters, memoranda, reports, and forms.
- Knowledge and ability to use a personal computer to prepare reports, maintain records, search for and compile data. May include database, spreadsheet, and word processing software.
- Interpersonal skills necessary to develop and maintain effective and appropriate working relationships with customers, co-workers, and representatives of other agencies.
- Ability to maintain strict confidentiality of closed proceedings or other matters which may be highly sensitive and/or in which information is non-public record.
- Knowledge of court procedures and practices, including recordings, filing and retention systems. Ability to comprehend and apply statutes and court rules as needed.
- Knowledge of mathematics to include addition, subtraction, multiplication, division and percentages.
- Ability to communicate orally with individuals, co-workers, and attorneys in order to obtain and provide information.
- Ability to read and comprehend documents, records and other correspondence filed with the court.
- Ability to accurately file documents and records as needed.
- Ability to work independent of others, adaptable and detail oriented, decisive and have a strong work ethic.

Preferred/Minimum Qualifications:

Education:

- A minimum of an Associate's Degree is required. Prefer coursework in areas of behavioral sciences, communications, legal studies and/or criminal justice.

Experience:

- Prefer one year of experience in a court setting with client contact and case management responsibilities. Prefer past experience in a Friend of the Court office providing domestic relations and/or support services.
- Working with computer systems such as MiCSES, JIS, LEIN, SOS or similar highly preferred.

Physical and Mental Abilities Required for Performing Essential Job Functions:

- Requires physical movements and the ability to exert effort consistent with bending, lifting, and carrying. May be required to lift up to 20 lbs.
- Requires the ability to operate a variety of office equipment such as computer terminal, typewriter, telephone, fax machine, calculator/adding machine, computer printer and photocopier; sitting for prolonged periods of time.
- Requires the ability to coordinate eyes, hands, feet and limbs in performing skilled movements such as rapid keyboard use.
- Requires the ability to recognize and identify similarities or differences between characteristics of colors, shapes and sounds associated with job-related objects, materials and tasks.
- Requires the ability to perform basic level of data analysis including the ability to review, classify, categorize, prioritize and/or reference data, statutes and/or guidelines and/or group, rank, investigate and diagnose.
- Requires the ability to provide guidance, assistance and/or interpretation to others, such as to employees, volunteers, and the public, on how to apply policies, procedures and standards to specific situations.
- Requires the ability to utilize a variety of advisory data and information such as reports, computer software operating manuals, procedures, guidelines and non-routine correspondence.
- Requires the ability to communicate orally and in writing.

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- Requires the ability to perform addition, subtraction, multiplication and division; calculate percentages, and decimals; and may require the ability to utilize principles of fractions and/or interpret graphs.
- Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving the evaluation of information against measurable or verifiable criteria, such as from citizen complaints.

Working Conditions:

- Works in a comfortable office and courtroom environment provided by the court/county.
- Maintains a reasonable and civil decorum in the day to day contact with fellow employees and the general public.
- May have exposure to difficult person(s) involving the establishment of child support orders.

Other Requirements (if applicable):

- Must pass a pre-employment criminal history background investigation.
- Must have a valid Michigan driver's license.