

**Jefferson County
Position Description**

Name:	Department: Court Support Services Division: Family Court Services	
Position Title: Administrative Assistant II	Pay Grade: 3	FLSA: Non-Exempt
Date: July 2025	Reports To: Circuit Court Commissioner/FCS Director/Register in Probate	

Purpose of Position

This position provides administrative support for mediation and custody studies within the Family Court system. The role ensures accurate recordkeeping, efficient scheduling, and timely communication with participants, court officials, and staff to support the effective and timely processing of family law matters.

Essential Duties and Responsibilities. *The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.*

- Answers telephone calls, provides information to callers, transfers calls, or takes messages.
- Schedules initial mediation sessions and custody interviews based on calendars and staff direction.
- Maintains calendars for the Mediator and Custody Evaluator.
- Prepares, organizes, and maintains mediation and custody study files—both physical and electronic.
- Scans and electronically files all documents related to mediation and custody studies.
- Tracks and monitors key deadlines, including mediation agreements, custody study due dates, extensions, and filing dates.
- Maintains and updates mediation and custody databases with accurate and timely information.
- Generates and distributes correspondence to participants and legal representatives, including appointment letters, document requests, and status reports.
- Provides information and customer service to participants, often in sensitive or emotionally charged situations.
- Coordinates communication with the Family Court Commissioner and their Assistant.
- Processes incoming and outgoing mail, email, and faxes related to Family Court Services.
- Orders office supplies and monitors inventory for the division.
- Tracks attendance for the parent education course, verifies participation, prepares certificates of completion, and sets up the meeting space and materials.
- Adheres to and promotes safety as a priority in the workplace.
- Performs other duties as assigned or that may develop.
- Demonstrates dependable attendance.

Additional Tasks and Responsibilities. *While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.*

- Assists with special projects or overflow work from other divisions within Court Support Services.

Minimum Training and Experience Required to Perform Essential Job Functions

- High School diploma or equivalent
- Two years administrative experience
- Associate's degree, technical diploma, or completion of relevant coursework or certificate programs in administrative support, legal studies, or a related field.
- Three years' administrative experience requiring a high degree of confidentiality, accuracy, and demonstrated professionalism in interactions with the public.

Preferred Training and Experience Required to Perform Essential Job Functions

None

Other Requirements – Certificates/Licensures

- Must pass a criminal background check.
- May be required to sign a confidentiality agreement or oath of office.

Knowledge, Skills, Abilities

- Knowledge of general office practices and administrative procedures.
- Knowledge of customer service principles and practices, especially in emotionally charged or sensitive environments.
- Knowledge of confidentiality requirements, privacy laws, and ethical handling of sensitive information.
- Knowledge of office equipment and software, including Microsoft Word, Excel, Outlook, and document scanning tools.
- Knowledge of basic court procedures, scheduling protocols, and document processing systems.
- Skill in providing professional, courteous, and respectful service to individuals from diverse backgrounds.
- Skill in written and verbal communication.
- Skill in organizing, tracking, and maintaining accurate records and files.
- Skill in prioritizing tasks and managing time effectively.
- Skill in working independently and collaboratively within a team.
- Skill in handling interruptions while maintaining accuracy and efficiency.
- Ability to follow written and oral instructions and apply common sense to routine and non-routine tasks.
- Ability to maintain confidentiality and exercise discretion and sound judgment.
- Ability to interact professionally with court officials, staff, attorneys, and members of the public.
- Ability to remain calm and composed in high-stress or emotionally difficult situations.
- Ability to adapt to changing procedures, deadlines, and court schedules.
- Ability to demonstrate reliability, punctuality, and professionalism in daily work.

Supervision

None.

Physical Demands. *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties and responsibilities of this job. Reasonable accommodation may be provided to enable individuals with disabilities to perform the essential duties and responsibilities.*

- Sitting for extended periods
- Occasional standing, walking, stooping, or bending
- Lifting and moving file boxes or supplies up to 25 pounds occasionally
- Using hands and fingers for keyboarding, writing, and handling documents
- Reaching with hands and arms
- Using close vision and hearing to perform job functions
- Speaking clearly and effectively with others

Work Environment. *The work-environment characteristics described here are representative of those an employee encounters while performing the essential duties and responsibilities of this job. Reasonable accommodation may be provided to enable individuals with disabilities to perform the essential duties and responsibilities.*

- Work is performed in a standard office setting.
- Noise level is generally low.
- Work involves frequent use of a computer and other standard office equipment.
- Position requires focus and attention to detail in a shared or semi-private space.
- Occasional interruptions may occur due to phone calls, walk-ins, or time-sensitive requests.
- Interaction with individuals in emotional or high-conflict situations may occur.

Jefferson County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act as Amended, 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.

I have read and understand the duties of this job description and, by signing below, I agree that I can perform the duties of this position with or without reasonable accommodation.

Employee Signature:	Date:
Supervisor/Manager Signature:	Date: