

**Jefferson County
Position Description**

Name: **Department:** Clerk of Courts
Division: Family Court Services

Position Title: Administrative Assistant I **Pay Grade:** 3 **FLSA:** Non-exempt

Date: **Reports To:** Clerk of Courts

Purpose of Position

The purpose of this position is to perform administrative and clerical support for the Family Court Services.

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 telephones and gives information to callers; takes messages or transfers calls to appropriate individuals.
- Creates, maintains, and enters information regarding mediation and custody studies into databases. Uses computers for various applications, such as database management or word processing.
- Generates and distributes correspondence to relevant parties, including appointment letters and requests for documents.
- Operates office equipment, such as fax, scanners, copiers, or phone systems, and arrange for repairs when equipment malfunctions.
- Maintains electronic appointment calendar for mediator and custody study evaluator.
- Provides excellent customer service to participants.
- Routinely communicates with Family Court Commissioners and Commissioner Assistant.
- Schedules initial mediation sessions with the Mediator and participants.
Prepares, maintains, and organizes mediation files, including the preparation of mediation status reports.
- Maintains calendar of due dates for mediation agreements and follow-up with participants as needed.
- Sets up and maintains databases and information on mediation sessions.
- Scans all mediation documents and maintains electronic mediation files.
- Tracks and organizes information regarding attendees for parent education course, verifies participant's attendance, and prepares certification of completion for attendees.
- Prepares meeting rooms and all equipment/supplies necessary for the parent education course.
- Prepares, maintains, organizes, and distributes records relating to custody study orders including the date of the order, the due date, and extensions and the date of filing.
- Schedules initial interviews based on information from Custody Evaluator and calendar.
- Prepares and organizes custody study files.
- Scans custody study files and maintains electronic file.
- Processes incoming and outgoing mail, emails, and faxes.
- Orders office supplies.

- Complies with County HIPAA Policies and Procedures, if applicable.
- Adheres to and promotes safety as a priority in the workplace.
- Performs other duties as assigned or that may develop.

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.

- None

Minimum Training and Experience Required to Perform Essential Job Functions

High school diploma and at least 3 years experience in an administrative position.

Preferred Training and Experience Required to Perform Essential Job Functions

Associate's degree and 3 years experience; or an equivalent combination of education and experience.

Other Requirements – Certificates/Licensures

None

Knowledge, Skills, Abilities

- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions.
- Ability to deal with urgent issues and concerns.
- Ability to read and interpret documents
- Ability to reliably and predictably complete assigned duties.
- Ability to speak effectively with members of the public and employees of organization.
- Ability to work effectively with individuals and families in very emotional and difficult situations and in situations where individuals may be hostile or aggressive.
- Ability to write routine reports and correspondence.
- Knowledge of administrative practices and procedures; business English, spelling, grammar; operation of office equipment; word processing, databases, scanning, presentation, and spreadsheet software.
- Knowledge of County government legal structure and interrelationships between governmental units.
- Knowledge of Federal and State civil and criminal laws and regulations applicable to the delivery of individuals in the court system, including record retention and privacy issues.
- Knowledge of laws, government regulations, and agency rules as they relate to government database management, information technology, accounting and budgeting, and scheduling.

- Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
- Knowledge of principles and processes for providing quality customer service. This includes needs assessment and meeting quality standards for services.
- Knowledge of rules and regulations concerning what information may be provided, and how information is to be entered into the system.
- Skill in prioritizing workload, developing action plans and meeting deadlines.

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 accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this position, the employee is regularly required to sit; use hands to grasp and type; reach with hands and arms; talk and hear. The employee is required to stand and walk. Lifting, moving, pushing or pulling over 10 pounds does not generally occur, but may occur when lifting boxes, books or paper. Specific vision abilities required by this job include close vision, color vision, depth perception and ability to adjust focus, distance vision.

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 accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this position, the employee is not regularly exposed to adverse conditions. The noise level in the work environment is usually very low.

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

Date

Supervisor

Date

Human Resources

Date

DRAFT