

CASEWORKER/LEGAL SECRETARY JOB DESCRIPTION
-FRIEND OF THE COURT OFFICE-

General Summary of Duties

Under the supervision of the Friend of the Court, performs varied secretarial and support functions for the Friend of the Court and other Friend of the Court staff. Responsible for the processing of Friend of the Court domestic relations files. Activities include preparing and processing legal documents, typing and generating petitions, orders, correspondence, maintaining case files, and providing general secretarial support. Provides receptionist services, answers questions, and directs calls as needed. Will contact clients, employers, or attorneys to obtain necessary background information and respond to inquiries related to general domestic relations questions.

Testing Requirements and Classification

Education: High school graduation or equivalent. Prefer advanced coursework in word processing, Excel, and legal secretarial areas. Prefer employee with training on the MI Child Support Enforcement computer software.

Experience: Prefer two years of secretarial experience in a legal setting providing knowledge of legal terminology and Court procedures. Prefer experience with computer systems similar to that used in an office including, but not limited to, Excel, Microsoft Word, Microsoft Office and other. Applicant must be able to type at least 60 wpm, have at least intermediate knowledge of Microsoft Windows and Microsoft Office or equivalent, basic bookkeeping experience, communication skills, ability to handle difficult situations and/or clients, and the ability to utilize a standard telephone system for communications with the general public, employers and other agencies. Applicant must possess a valid Michigan driver's license and be able to travel for meetings and training.

Successful candidates must pass a criminal history background check.

Must pass a typing test (60 wpm) and clerical test.

Essential Responsibilities

- Extensive computer skills are needed for case identification, tracking, monitoring and generating appropriate documents in the Michigan Child Support Enforcement System (MiCSES).
- Inputs data to the Michigan Child Support Enforcement System computer relative to the filing of petitions to modify, orders to show cause, etc. Circulates documents to the appropriate offices (Court, Clerk, etc.), parties, and their attorneys of record.
- Helps maintain the Friend of the Court domestic relations files, opens cases, enters case information into computer, files documents, and closes cases. Processes pleadings submitted by attorneys, the Family Support Division, and in pro per documents. Files documents with the Court, as needed, and continually updates files.

- Helps the Friend of the Court maintain statistics of office activities and prepares required reports.
- Schedules initial appointments and conciliation conferences as required by the Judge in all new divorce filings. Contacts attorneys for missing information, etc. If necessary, reschedules and follows-up to determine completion.
- Assists with and serves as back up to the daily flow/distribution position processing/balancing previous day's payments received.
- Daily maintenance/processing of alerts, suspense report, and other system monitoring tools.
- Enter/process abatements, emancipations, order modifications, income withholding orders, account adjustments, refunds.
- Provides copies of payment histories as requested by clients, prepares correspondence to clients.
- Assembles financial and other data, prepares records/reports to MSHDA, as well as the Department of Health & Human Services and Social Security Administration.
- Ability to prioritize tasks. Performs a variety of secretarial support tasks, such as typing forms, copying, faxing, filing, banking, reports.
- Processes incoming and outgoing mail.
- Ability to take dictation and prepare documents under time constraints.
- Maintain a professional telephone demeanor when handling multiple calls, including the ability to provide appropriate information and/or referral in the areas of child custody, parenting time, and child support issues.
- Provide direct face-to-face contact with clients at the office window, demonstrate the ability to provide accurate and immediate information related to child support, custody and parenting time issues to the client's satisfaction.
- Initial case entry of individuals and accounts.
- Case management of approximately 800 cases.
- Case maintenance (locating clients and their employers, auditing, accounting adjustments/calculations, support recommendations).
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- General duties include answering telephones, scheduling client appointments, corresponding with clients and other agencies, preparing Court documents.
- Cross train in the ability to assist in all other job duties.
- Maintain the highest standard of confidentiality, including successfully passing a State-required security and confidentiality exam.
- Attends workshops, conferences, on-line training to maintain professional competency.

Physical Requirements: Light lifting required, ability to climb ladder

Working Conditions: Office setting. Exposure to individuals who may be upset/angry, including individuals who may use offensive language and be very difficult to work with.