

**INGHAM COUNTY
JOB DESCRIPTION**

COURT RECORDS COORDINATOR-FOC

General Summary :

Under the supervision of the Casework Supervisor, coordinates the activities of staff assigned to records and the switchboard, includes training, assigning work, reviewing work products, and assisting with operational and procedural issues. Reviews orders prior to distribution for entry to determine if any non-routine handling is necessary. Assists clients and attorneys in explaining the provisions orders and court procedures. Performs the work of the records clerks as necessary.

Essential Functions :

1. As coordinator of staff assigned to records and the switchboard, assists in training staff, assigns work, monitors scheduling and coordinates days off, and reviews work products as necessary. Reviews orders prior to distribution to determine if any special handling is required, including requested investigation or psychological evaluation or other action. Distributes orders to record clerks for entry. Monitors new and amended orders as they are processed in the records department.
2. Opens, reviews, and distributes mail.
3. Enters balance adjustment prompted by a change in the order or credits identified by records department. Adjusts ordered arrears per order. Enters adjustments in support levels and closing balances to close cases.
4. Responds to some of the more difficult inquiries or problems of clients as referred by records clerks or the switchboard. May meet with clients to attempt to explain and alleviate problem situations.
5. Assists in the interpretation of orders and communicates with attorneys to clarify provisions of orders.
6. Reviews and performs, as necessary, the work of Records Clerks, including:
7. Reviews, interprets, and processes new and amended orders. Creates and updates case files and computer data files, includes establishing and adjusting current balances, charging rates, priority of payments for processing and distribution of payments, income withholding orders, action dates for future actions necessary on account, and triggering delinquency notices.
8. Calculates parenting time credits and adjusts accounts. Corresponds with clients informing them of any adjustments in their accounts.

9. Communicates with attorneys, clients, and clerk's office for clarification of order or to obtain missing documentation. Communicates with clients, verbally and in writing, in response to inquiries on changes in their account.
10. Reviews computer generated listing of action dates, and orders files to determine the appropriateness of stopping, starting, or adjusting the amount of child support and alimony. Collects additional data from clients and informs the clients of adjustments.
11. Backs-up and substitutes for records staff.

Other Functions :

None listed.

The above statements are intended to describe the general nature and level of work being performed by people assigned this classification. They are not to be construed as an exhaustive list of all job duties performed by personnel so classified.

Employment Qualifications :

Education: High school graduation or equivalent, with some advanced coursework related to data processing and accounting. Prefer one year of related college level coursework.

Experience: Two years of experience in a court or related legal setting involving accounting and data entry and equivalent to that of a Records Clerk-FOC.

Other Requirements:

The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria.

Physical Requirements *[This job requires the ability to perform the essential functions contained in this description. These include, but are not limited to, the following requirements. Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements]:*

- Ability to access departmental files.
- Ability to enter and retrieve information from a computer.
- Prolonged sitting while entering data to computer.
- Uses step stool to retrieve and replace files.
- Lifting and carrying of files weighing up to 30 lbs.

Working Conditions:

Works in office conditions.

