

**INGHAM COUNTY
JOB DESCRIPTION**

FAMILY SERVICES ENFORCEMENT ASSISTANT - FOC

General Summary:

Under the general direction of the Director of Friend of Court, provides secretarial and administrative support to the Family Services Enforcement Unit. Provides general guidance and information to clients and outside agencies. Makes parenting time determinations. Creates and distributes departmental correspondence. Schedules and facilitates meetings. Collects and maintains statistical information. Serves as back up for other departmental staff

Essential Functions:

1. Provides administrative support to the Family Service Enforcement Unit including but not limited to processing complaints & enforcement actions.
2. Reviews, processes and makes parenting time determinations.
3. Provides general guidance and information to clients, lawyers and outside agencies. Clarifies department and court proceedings. Obtains missing information or documents. Explains available options to clients.
4. Performs secretarial support such as answering telephone calls, responding to written inquiries, faxing & copying materials, processing outgoing mail, distributing incoming mail and other clerical support.
5. Schedules and facilitates departmental meetings. Consults with clients to arrange mediation meetings, parenting time referrals and other applicable meetings.
6. Collects and maintains statistical records. Prepares and distributes departmental reports and forms.
7. Serves as back up to departmental staff as necessary.
8. Trains staff regarding work flow and departmental procedures.

Other Functions:

Performs other work duties as assigned.

(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: An Associate's Degree is required. Human Services, Legal Studies or a related area is preferred.

Experience: One to two years of experience in an office setting is required. Prefer experience in a legal setting.

Other Requirements: None

(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:

- Ability to sit, stand, walk, bend and stretch in order to retrieve supplies and operate standard office equipment.
- Ability to lift, hold and carry objects weighing up to 25 pounds.
- Ability to communicate and respond to co-worker and customer inquiries both in person and over the phone
- Ability to handle varying and often high levels of stress.

(This job requires the ability to perform the essential functions contained in this description. These include, but are not limited to, the requirements listed above. Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements.)

Working Conditions:

The work environment is a typical office setting. Safe work practices in regard to office equipment, avoiding trips/falls and fire regulations are required.