

**INGHAM COUNTY
JOB DESCRIPTION**

RECEPTIONIST – FRIEND OF THE COURT

General Summary:

Under the supervision of a supervisor/manager in the Friend of the Court, greets clients at the front desk in a high volume office. Answers general questions, takes care of any services that this position is assigned and decides who the client needs to see. Answers telephone calls regarding court hearings, account balances, and docket numbers. Performs a variety of general clerical support tasks including word processing, data entry, scanning, printing and filing. Must be able to deal with irate or upset clients.

Essential Functions:

1. Greets clients at the front desk. Answers questions the receptionist is qualified to answer. Performs computer searches to obtain necessary information to answer inquiries. Informs clients of services available to them through the Friend of the Court office. Hands out forms and manages the forms that clients fill out at the front desk, checking them for accuracy and completeness. Directs clients to the proper worker and notifies that worker they have a client waiting for them.
2. Handles upset and/or irate clients on a daily basis.
3. Answers telephone inquiries regarding court hearing dates, account balances and docket numbers. Responds to routine inquiries as able regarding general office policies and procedures, staff availability, scheduling information, office hours and related matters.
4. Orders and/or copies and maintains inventory of various forms at the front desk.
5. Helps the Records Section of the Friend of the Court with data entry, assembling files, scanning closed cases and any other clerical duties that may be assigned.
6. Helps the Casework Section when time permits by mailing Income Withholding Orders and Orders to Show Cause.
7. Stamps in mail received at the front desk, looks it over for missing information and distributes it.

Other Functions:

8. 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.

Experience: Degree/Experience: Must have at least 6 months related work experience and be able to use word processing. Court or legal office work experience preferred.

Other Requirements: Must have good data entry, mathematical and public relations skills.

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 audibly utilize and answer standard voice telephone equipment
- Ability to hear and greet and interact with general population clients of the court and verbally give them instructions and or directions.
- Ability to effectively handle irate and/or upset clients.
- Ability to visually proofread forms and documents.
- Ability to enter and retrieve information from a computer.
- Ability to perform office procedures requiring bi-lateral manual dexterity.
- Ability to withstand prolonged periods of sitting.
- Ability to lift and carry files.
- Ability to operate copy machines and other office equipment.
- Ability to get around the office at a reasonable rate of speed.

Working Conditions:

Works in office conditions.