

**INGHAM COUNTY  
JOB DESCRIPTION**

**SUPPORT CLERK/SYSTEMS MANAGER**

**General Summary:**

Under the direction of the Unit Chief, regularly performs all of the clerical support functions of a Support Clerk for legal and other staff relating to URESA, UIFSA, Family Support Act, and Paternity cases, includes entering information on cases to computer system and preparing and processing a variety of legal documents. Prepares documents to serve defendants on paternity and support cases. Enters information to system to update records. Also serves as computer systems manager for the unit, includes responding to trouble calls, training, and maintaining and updating programs and manuals.

**Essential Functions:**

1. Runs daily, monthly and quarterly back-up tapes of the computer system for the unit dealing with support issues. Runs verification of the back-up tapes.
2. Generates reports as required. Enters and codes new forms and edits existing forms in the Child Support Enforcement System.
3. Maintains terminals, printers, and related equipment, and responds to trouble calls and assesses problems. Contacts the Prosecuting Attorney Association of Michigan (PAAM) for assistance as necessary. Packages and returns equipment for repair.
4. Trains new staff on computer system and trains existing staff on enhancements to the system.
5. Attends training seminars for Systems Manager as provided by PAAM  
  
Assesses office computer needs such as upgrades and enhancements, and implements changes to the computer hardware and/or software.
6. In addition to the Computer Systems Manager duties for the unit, performs duties of a Support Clerk, and in that capacity:
7. Processes child support cases, includes setting up appointments for incoming referrals, inputting data to computer, generating complaints, summons, ex parte orders, URESA and UIFSA petitions, proofs of service, wage requests and various motions and orders. Ensures files are in order and complete for court proceedings.
8. Prepares necessary paperwork to serve defendants on paternity and support cases and ensures service of process, including serving defendants coming into office or using certified mail or personal service. Explains process to defendant.

9. Enters dates, events, service dates and other update information to the system. Maintains manual records as necessary.
10. Contacts custodial parents to obtain necessary information related to child support and paternity case files and complaints. Enters information to computer system and generates pleadings and other legal documents for client to sign. Explains documents and procedures to clients, typically in the unavailability of a caseworker.
11. Prepares orders, adjournments, default judgments, proof of service, and other documents related to paternity and support cases.
12. Assists in the development of cases by communicating with other governmental offices within and outside the State and collecting and exchanging information.
13. Monitors time requirements required by court rules on each case. Schedules appointments for parties.
14. Screens and directs telephone calls to investigators, attorneys, Family Independence Agency, or Friend of the Court, includes answering questions, scheduling appointments, taking new information, and providing status reports to Plaintiffs.
15. Provides general support on child support cases, including tracking cases, responding to inquiries, and coordinating cases with the Friend of the Court and other agencies.
16. Performs a variety of support functions such as typing memos, quarterly reports, labels and envelopes, copying various materials, and processing mail.
17. Serves as back-up to the Switchboard Operator and Receptionist.

**Other Functions :**

18. 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. Prefer advanced coursework in word processing and legal secretarial areas as well as computer science.

**Experience:** One year of clerical support experience in a legal setting providing a knowledge of legal terminology and court procedures. Requires experience with computer systems similar to that used in the office.

**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 filing systems.

Ability to enter and retrieve information from computer system.

Ability to generate various documents from computer system.

Ability to lift and/or move file boxes and/or computer equipment weighing up to 25 lbs.

**Working Conditions:**

Works in office setting.

Regular contact with individuals in various states of emotional distress.

