



Barry County

\$13.99

Classification Title	Administrative Assistant
FLSA Status	Non-Exempt

GENERAL SUMMARY

The purpose of this job is to provide clerical support for the department. Greets clients at the front desk in a high volume office. Answers general questions over the phone and at the window and determines who the clients need to meet. Performs a variety of general clerical support tasks including payment processing, maintains handouts, and open/close front office. Performs other duties and tasks assigned.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by employees in this job. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

- Provides a high level of customer service at the window and on the phone.
- Receives, screens, and directs phone calls and visitors. Provides basic information, answers routine questions, and directs questions and complex situations to the appropriate personnel.
- Takes payments at the window and over the phone and processes those payments into the appropriate case management system.
- Receives and routes mail incoming through the front window.
- Maintains and monitors new case documents and schedules conciliation conferences and meetings.
- Updates and maintains address information in the case management system along with any mail that is returned by the post office, works locate alerts, and performs basic locate functions as necessary.
- Updates, maintains, organizes, and replenishes forms, pamphlets, documents, etc. and makes them available to clients as necessary.
- Performs related work as required.

MINIMUM QUALIFICATIONS

Required Education and Experience

Education: High school diploma (or GED equivalent).

Experience: At least 1-3 years of related work experience, such as secretarial or office management experience.

- Any equivalent combination of training, education, and experience that provides the required skills, knowledge and abilities.

Required Licenses or Certifications

N/A

COMPETENCIES FOR SUCCESSFUL PERFORMANCE OF JOB DUTIES

Knowledge of:

- English grammar, spelling, punctuation
- Legal terminology and court procedures
- Principles and practices of basic bookkeeping
- Modern office procedures, methods and computer equipment
- Basic accounting, payroll, and budgeting principles.
- Word processing using windows applications and Excel programs.

Skill in:

- Interpersonal skills necessary to develop and maintain effective and appropriate working relationships
- Performing a variety of duties, often changing from one task to another of a different nature
- Performing basic mathematical functions such as addition, subtraction, multiplication, division, percentages, and ratios
- The operation of a computer, copier, and other standard office equipment.
- The operation of word processing, database and spreadsheet applications.
- Organization and time management.

Ability to:

- Meet schedules and deadlines of the work
- Understand and carry out oral and written directions
- Accurately organize and maintain paper documents and electronic files
- Maintain the confidentiality of information and professional boundaries

- Establish effective working relationships and use good judgment, initiative, and resourcefulness when dealing with the public, community leaders, and other employees.
- Compile data and prepare accurate records and reports.
- Type and enter data rapidly and accurately.
- Take notes and prepare minutes accurately.
- Effectively communicate and present ideas and concepts orally, and in writing.
- Critically assess situations, problem solve, and work effectively under stress, within deadlines, and changes in work priorities.

WORK ENVIRONMENT/CONDITIONS

The work environment and exposures described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment	Seldom or Never	Sometimes or Occasionally	Frequently or Often
Office or similar indoor environment			X
Outdoor environment	X		
Street environment (near moving traffic)	X		
Construction site	X		
Confined space	X		
In the community (homes, businesses, etc.)	X		
Warehouse environment	X		
Shop environment	X		
Other			
Exposures	Seldom or Never	Sometimes or Occasionally	Frequently or Often
Individuals who are rude or irate			X
Individuals with known violent backgrounds		X	
Extreme cold (<i>below 32 degrees</i>)	X		
Extreme heat (<i>above 100 degrees</i>)	X		
Moving mechanical parts	X		
Fumes or airborne particles	X		
Toxic or caustic chemicals, substances or waste	X		
Loud noises (<i>85+ decibels</i>)	X		
Other			

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The position is generally sedentary. Employees sit most of the time, but may walk or stand for brief periods of time.

Date created:	January 2016
Dates revised	July 2018

NOTICE

POSITION OPENING

DEPARTMENT: Friend of the Court

TITLE: Administrative Assistant
BASE PAY: \$13.99/Hr.

SEND RESUME TO: Daisey Cherniawski, Deputy Court Administrator
102 S. Broadway
Hastings, Michigan 49058

Barry County is an Equal Opportunity Employer. We hire only U.S. citizens and lawfully authorized alien workers and comply with the American's with Disabilities Act.