



Melissa R. Henry

CLERK OF COURT
22nd Judicial District Court
Parish of St. Tammany

Position Title: Personal Documents Customer Service Representative
Department: Land Records Department
Job Location: Justice Center, Covington Campus and/or Towers Building, Slidell Campus
Status: Full-Time, Non-Exempt, Hourly

POSITION SUMMARY

As a member of the St. Tammany Parish Clerk of Court's Land Records Department, the Personal Documents Customer Service Representative is responsible assisting customers in person, mail, and by telephone. Issuing Louisiana Vital Records to customers. Will also rotate to Slidell office periodically.

ESSENTIAL FUNCTIONS

- Answers inquiries from the public pertaining to birth certificates, death certificates and marriage licenses
- Indexes documents into the Clerk's computer system
- Issues birth certificates, death certificates and marriage licenses within established Vital Records guidelines and Louisiana Revised Statutes
- Processes incoming mail and answers telephone inquiries

EDUCATION, EXPERIENCE AND SKILLS REQUIRED

To perform this job successfully, an individual must be able to perform each essential duty accurately and timely. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to multi-task effectively and establish priorities
- Ability to operate telephone, photocopier, fax machines
- Ability to operate computer with proficiency in word processing programs
- Ability to promote a cooperative teamwork environment
- Ability to willingly assist walk-in customers at the customer counter
- Ability to lift approximately 35 lbs., and ability to stand to assist customers
- High school diploma or general education (GED)
- Ability to count and balance currency collected for services provided
- Ability to read and comprehend correspondence, documents & training materials
- Ability to file numerically and alphabetically without errors
- Typing/indexing skill of 45 words per minute with no errors
- Strong written, verbal, analytical and interpersonal skills
- Strong organizational skills
- Available for work as scheduled
- Two years of clerical experience, including some file maintenance experience
- Ability to work independently on projects as assigned by Department Head, as well as on a team

The above noted job description is not intended to describe, in detail, the multitude of tasks that may be assigned but rather to give the employee a general sense of the responsibilities and expectations of his/her position. As the nature of the business demands change so, too, may the essential functions of this position.