



Melissa R. Henry

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

JOB TITLE: Criminal Customer Service
DEPARTMENT: Criminal Court Division
JOB LOCATION: Justice Center, Covington Campus
STATUS: Full-time (35 hour work week), Non-Exempt, Hourly
SUMMARY: Assists customers in person and via telephone concerning felony, misdemeanor, traffic, non-support and paternity matters.

ESSENTIAL FUNCTIONS:

- Assist and directs the public to correct courtrooms
- Answers inquiries by the public concerning court records at counter and on phone
- Provides background checks
- Assists misdemeanor team with DWI tickets, revocations, and witness summons
- Sorts and files paid traffic receipts
- Receives and logs in new expungement cases
- Provides copies to customers and other governmental agencies
- Processes incoming mail requests, which include background checks and copies of court documents and certified court documents

QUALIFICATIONS AND SKILLS REQUIRED:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. 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.

- Must be physically fit with the agility to move about quickly, bend, lift and carry files/records/boxes weighing up to 20 lbs. from large filing cabinets and shelving in a record room filing system. Individual must be able to climb and descend ladders of varying heights in record file room to file and retrieve documents/file folders at, above or below arm level
- Ability to establish priorities and organize work responsibilities
- Ability to operate telephone, photocopier, fax machines, and PC workstation
- Ability to willingly assist walk-in customers at the customer counter and telephone customers and provide excellent customer service
- Ability to read and comprehend correspondence and training materials
- Ability to file numerically without errors
- Typing/indexing skill of 45 words per minute with no errors
- Proficiency in word processing programs
- Strong written, verbal analytical and interpersonal skills
- Strong organizational skills
- Ability to work independently as well as on a team
- Available for work as scheduled

EDUCATION, EXPERIENCE:

- High school diploma or general education (GED)
- Two years of clerical experience, including some file maintenance experience
- *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 business demands change so, too, may the essential functions of this position.*

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