



Melissa R. Henry

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

**Position Title:** Civil Customer Service and Filing Representative  
**Department:** Civil  
**Job Location:** Justice Center, Covington Campus and/or Towers Building, Slidell Campus  
**Status:** Full-Time, Non-Exempt, Hourly  
**Must be resident of St. Tammany Parish**

**POSITION SUMMARY**

As a member of the St. Tammany Parish Clerk of Court's Civil Department, the Civil Customer Service and Filing Representative is responsible for assisting customers in person and via telephone concerning civil litigation files; as well as assist in filing civil documents and records. 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 ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**ESSENTIAL FUNCTIONS**

- Answers public inquiries concerning court records at civil customer counter and assists telephone customer inquiries; processes civil record research requests
- Provides copies and certified copies to customers and governmental agencies
- Assists division teams with executing certified copies, conformed copies, and scanning
- Maintains up-to-date Curator list and send out quarterly lists to Court
- Enters evidence, creates confidential folders and volumes, as well as prints labels for all
- Updates attorney addresses on check out list and messages other departments of changes
- Maintains and updates attorney check-out list in SMEAD/TAB system and L drive (attorney books), including maintaining a list of over-due checked out suit records
- Sends monthly suit indexes to Slidell office
- Updates Will spreadsheet
- Processes documents relative to court work, preliminary defaults, and Sheriff returns
- Get in rotation with Civil Scanning/Filing team; Maintains all civil records by filing of all civil documents into suit file records and files civil files in the civil record room

**EDUCATION, EXPERIENCE AND SKILLS REQUIRED**

- Ability to work with the public in a professional and courteous manner
- Ability to read and comprehend correspondence and training materials
- Typing/indexing skill of 45 words per minute with no errors
- Strong written, verbal, analytical, organizational and interpersonal skills
- Proficiency in word processing programs; ability to operate telephone, photocopier, fax machines, and PC workstation
- Ability to file numerically without errors while standing for long periods of time
- Ability to promote a cooperative teamwork environment and work independently as well as with a team with ability to prioritize
- High school diploma or general education (GED)
- Two years of clerical experience, including some file maintenance experience

**PHYSICAL REQUIREMENTS**

- Work in a high-volume office environment and have constant interaction with staff, customers and other agencies
- Prolonged periods sitting at a desk and working on a computer
- Ability to speak clearly and be understood on phone
- Must be able to climb on OSHA approved ladders to file.

**AVAILABILITY**

- Must have regular, reliable attendance during normal office hours of the Clerk of Court, 8:30 a.m. through 4:30 p.m., Mondays through Fridays
- Must be available to work periodic nights, weekends, and holidays, including elections
- Must be available by phone during normal business hours of the Clerk of Court, 8:30 a.m. through 4:30 p.m., Mondays through Fridays

*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.*