



St. Tammany Parish Clerk of Court Job Description

JOB TITLE: Customer Service Representative
DEPARTMENT: Land Records
JOB LOCATION: Justice Center, Covington Campus and/or Towers Building, Slidell
STATUS: Full-time, Non Exempt, Hourly
SUMMARY: Assists customers in person and via telephone concerning St. Tammany land and map information.

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.

ESSENTIAL FUNCTIONS:

- Assists the public, real estate professionals and abstracters with land research
- Makes copies of maps, surveys and deeds and other land related documents
- Customer service via the counter, telephones and in-house computer research
- Processes mail, phone and fax requests
- Stocks printers and copiers with supplies (paper and toner) in department
- Collects appropriate fees for services rendered and enter fees into cash register program
- Prepares appropriate receipts and code slips for transactions processed
- Assembles blue books of original documents; check for correct instrument # sequence; **check scanned images for correctness.**
- Ability to perform work while standing up for long periods of time
- Ability to lift between 50 to 75 pounds; **Ability to climb OSHA ladder**

QUALIFICATIONS:

- Exceptional customer service skills
- Legible handwriting
- Dependability, available for work as scheduled
- Ability to handle money and other Clerk of Court Assets
- Must be physically able to do the job-lifting and climbing ladders required
- Ability to work independently as well as on a team
- Possesses strong organizational skills
- Skill to file numerically without errors
- Ability to multi-task, and accept cross-training for Passports

EDUCATION and / or EXPERIENCE:

- High school diploma or general education (GED)
- Ability to read and comprehend correspondence and training materials
- Ability to retain training methods
- Ability to operate telephone, photocopier, fax machines, and PC workstation
- Typing/indexing skill of 45 words per minute with no errors
- Proficiency in word processing programs
- Strong written, verbal analytical and interpersonal skills
- Strong interpersonal and organizational skills

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. Employees may be asked to assist where needed in the Clerk's office. Revised 07/01/16