



Melissa R. Henry

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

POSITION TITLE: Personal Documents Customer Service Clerk
DEPARTMENT: Records Management Department
JOB LOCATION: Justice Ctr. Covington Campus, Slidell Towers Building
STATUS: Full-Time, Non-Exempt, Hourly
Must be a resident of St. Tammany

POSITION SUMMARY

As a member of the St. Tammany Parish Clerk of Court's Record Management Department, the Personal Documents Customer Service Representative is responsible for assisting customers in- person, by mail, and by telephone. This individual issues Louisiana Vital Records (Marriage Licenses, Birth and Death Certificates) to customers. The clerk will also rotate to the Slidell office periodically.

ESSENTIAL FUNCTIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Answers inquiries from the public regarding birth certificates, death certificates and marriage licenses
- Issues birth certificates, death certificates and marriage licenses within established Vital Records guidelines and Louisiana Revised Statutes
- Processes incoming mail and answers telephone inquiries
- Indexes documents into the Clerk's computer system
- Accepts and processes payment for services provided
- Balances till daily
- Must respond and remain in communication with management during times of emergency or evacuation

EDUCATION, EXPERIENCE AND SKILLS REQUIRED

The requirements listed below are representative of the knowledge, skills and/or ability required for this position.

- High school diploma, General Education Degree (GED) or High School Equivalency Test (HiSET)
- Must have customer service experience
- Proficient in Word
- Ability to work with the public in a professional and courteous manner
- Two years of clerical and/or file maintenance experience required
- Ability to file numerically and alphabetically without errors
- Ability to multi-task effectively and establish priorities
- Ability to operate computer, telephone, photocopier, fax machines and scanners
- Ability to promote a cooperative teamwork environment
- Ability to count and balance currency collected for services provided
- Ability to read and comprehend correspondence, documents & training materials
- Must be able to type/index 45 words per minute with no errors
- Must have strong written, verbal, analytical and interpersonal skills
- Must have strong organizational skills
- Ability to work independently on projects as assigned by Department Head, as well as on a team

PHYSICAL REQUIREMENTS

- Work in a high-volume office environment with constant interaction with staff, customers, and other agencies
- Must be able to lift approximately books weighing approximately 35lbs
- Prolonged periods sitting at a desk and working on a computer
- Ability to speak clearly and be understood in person and on the telephone
- Ability to navigate the Clerk of Court office and Justice Center

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 to the public, employees, and Judicial Officers during normal business hours of the Clerk of Court, 8:30 a.m. through 4:30 p.m.

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.