



Melissa R. Henry

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

JOB TITLE: Criminal Customer Service/Intake Clerk
DEPARTMENT: Criminal Court Division
JOB LOCATION: Justice Center, Covington Campus
STATUS: Full-time, Non-Exempt, Hourly
Must be a resident of St. Tammany Parish

POSITION SUMMARY:

As a member of the St. Tammany Parish Clerk of Court's Criminal Court Division, the Criminal Customer Service/Intake Clerk assists customers in person and via telephone regarding felony, misdemeanor, and traffic. This position requires acute attention to detail.

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 essential functions.

- Greets the public and reviews requests from customers to determine the type of problem or the direction needed
- Answers incoming calls from the public and other governmental agencies
- Accepts over the counter filings and scans these documents into the Clerk's case management system
- Complies with requests for copies of documents for customers and agencies while maintaining confidentiality
- Responds to verbal and written inquiries from the public (and often inmates) pertaining to criminal cases
- Processes incoming mail requests, including background checks, copies of court records and certified court documents.
- Assists misdemeanor team with DWI tickets, revocations, and witness summons
- Sorts and files paid traffic receipts
- 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.

- High school diploma or General Education Diploma (GED) or High School Equivalency (HiSET)
- Two years of clerical experience, including some file maintenance experience and/or secretarial experience
- Ability to work with the public in a professional and courteous manner

- Typing/indexing skill of 45 words per minute with no errors
- Proficiency in Word and Excel
- Ability to file numerically without errors
- Ability to operate computer, telephone, photocopier, fax machine and scanner
- Ability to multi-task, establish priorities and organize work responsibilities
- Ability to provide excellent customer service to walk-in and telephone customers
- Ability to read and comprehend legal pleadings, correspondence, and training materials
- Ability to file numerically without errors
- Strong written, verbal analytical and interpersonal skills
- Strong organizational skills
- Ability to work independently as well as on a team
- Willingness to learn new software
- Willingness to accept constructive feedback on work
- Willingness to cross train within the department and with other departments
- Must be able to perform the same repetitive routine every day
- Dependability; available to work as scheduled

PHYSICAL REQUIREMENTS

- Work in a high-volume environment and have constant interactions with staff, customers, and other agencies
- Individual must be able to climb and descend stairsteps of varying heights in record file room
- File and retrieve documents/file folders at, above or below arm level
- Prolonged periods of 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
- Must be available to work two elections per year
- 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.

