

**UNION COUNTY, SOUTH CAROLINA
JOB DESCRIPTION**

Department: Clerk of Court
Job Title: Family Court-Child Support Clerk
Pay Grade A03
Salary Range \$26,794.71-\$37,618.46

GENERAL STATEMENT OF JOB

Under direct supervision, performs routine to moderately complex clerical work in the collection and processing of child support payments and in the preparation and maintenance of Family Court records. Performs related work as assigned. Reports to the Clerk of Court.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Calculates, collects, receipts and posts child support payments; balances daily receipts and prepares bank deposits; prepares and mails accurate disbursement of payments to clients.

Forwards wage withholding orders to employers.

Enters payment information into computer database.

Generates and submits related reports as required, including but not limited to daily and monthly cash receipt reports, check registers, and various reports required by the Department of Social Services.

Assists in maintaining accurate and complete case files.

Performs routine clerical work, including but not limited to typing forms, reports and correspondence; copying and filing documents; sending and receiving faxes; preparing and processing mail, etc.

Answers the telephone; provides accurate information to callers and/or forwards calls to appropriate staff person; takes messages as necessary. Greets and assists office visitors.

Refers to policy and procedure manuals, computer manuals, directories, etc.

Operates a variety of equipment such as a computer, printer, typewriter, fax machine, copier, calculator, telephone, postage machine, check sealer and sorter, etc.

Interacts and communicates with various groups and individuals such as the Clerk of Court, co-workers, other County personnel, law enforcement personnel, attorneys, court personnel, defendants, clients, various government agencies, and the general public.

ADDITIONAL JOB FUNCTIONS

Performs related duties as required.

MINIMUM TRAINING AND EXPERIENCE

Requires a high school diploma or GED equivalent supplemented by three to five years of general clerical or bookkeeping experience, or an equivalent combination of education, training and experience that provides the required knowledge, skills and abilities.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Tasks involve the ability to exert light physical effort in sedentary to light work, typically involving the lifting, carrying, pushing and/or pulling of objects and materials of light weight (up to 10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Data Conception: Requires the ability to compare and/or judge the readily observable functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of data, people or things.

Interpersonal Communications: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving direction and instruction from supervisor.

Language Ability: Requires ability to read a variety of policies and procedures, court documents, computer manual, etc. Requires the ability to prepare reports, records, forms, etc. with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control and confidence.

Intelligence: Requires the ability to apply principles of rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in oral, written, diagrammatic or schedule form. Requires the ability to learn and understand principles and techniques; to make routine independent judgements in absence of supervision; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow verbal and written instructions. Must be able to communicate effectively and efficiently with co-workers and the general public. Must be able to communicate with persons of varying educational and cultural backgrounds.

Numerical Aptitude: Requires the ability to add and subtract totals, to multiply and divide, to determine percentages and decimals and to determine time. Must be able to use practical applications of fractions, percentages, ratio and proportion.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes using office machinery.

Manual Dexterity: Requires the ability to handle a variety of items, keyboards, office equipment, control knobs, buttons, switches, catches, etc. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress when confronted with emergency situations or tight deadlines. The worker may be subject to tension as a regular, consistent part of the job.

Physical Communications: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

PERFORMANCE INDICATORS

Knowledge of Job: Has knowledge of the methods, procedures and policies of the County as they pertain to the performance of duties of the Child Support Clerk. Has the ability to comprehend, interpret and apply laws, regulations, procedures and related information. Has excellent clerical, bookkeeping, data processing and interpersonal skills. Has knowledge of modern office practices and equipment. Has knowledge of proper English usage, vocabulary, punctuation and spelling. Is able to type and perform computer data entry accurately at a rate sufficient for the successful performance of assigned duties. Is able to prepare and maintain accurate and complete records; is able to establish and maintain an efficient and effective record-keeping system. Knows how to operate and maintain a variety of office equipment as necessary in the performance of daily activities. Is skilled in applying a responsible attention to detail as necessary in preparing reports and correspondence. Is able to read and interpret various materials pertaining to the responsibilities of the job. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Is able to use independent judgement in performing routine tasks. Has the ability to plan, organize and prioritize daily assignments and work activities. Is able to offer instruction, leadership and assistance to fellow employees as necessary. Has the ability to learn and utilize new skills and information to improve job performance and efficiency. Knows how to perform duties in a courteous manner and with the utmost integrity in the best interest of the public. Has the mathematical ability to handle required calculations.

CHILD SUPPORT CLERK

Is capable of working under stressful conditions as required; is able to work effectively despite frequent interruptions. Knows how to react calmly and quickly in emergency situations.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with internal and external entities with whom the position interacts.

Quantity of Work: Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectations.

Dependability: Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, policy, standards and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to higher management with respect to vacation time and leave requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates proper and acceptable action for the completion of work with a minimum of supervision and instruction.

Judgement: Exercises analytical judgement in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches issues, situations and alternatives before exercising judgement.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, ie., poor communications, variance with established policies or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation intra- and inter-departmentally.

Relationships with Others: Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships inter-and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of work elements and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

Safety and Housekeeping: Adheres to all established safety and housekeeping standards. Ensures such standards are not violated.

DISCLAIMER: This job description is not an employment agreement of contract. Management has the exclusive right to alter this job description at any time without notice.

Employee Signature

Date

Supervisor's Signature

Date