



Position Available – Internal/External Posting Job Title: **New Case/Reception/Support Staff**

- Classification:** Level 4
Full Time/Full Benefits (37.5 hrs/wk)
TPOAM Union
- Department:** Friend of the Court
- Hourly Wage:** \$15.97 - \$19.68
- Benefits Include:** Hybrid Pension – 5% employee contribution
Health, Dental & Vision Insurance – 10% employee contribution
Paid Holidays, Vacation & Medical Leave
Life Insurance
Short-term Disability Insurance
- Qualifications & Responsibilities:**
- Educational requirements: graduation from an accredited community college or associate degree in business administration, administrative assistant, legal assistant, or related field. * Two years of related job experience may be substituted for each year of required education.
 - Must be proficient with Microsoft Word, Excel, and Outlook.
 - Must be proficient with or have the ability to quickly gain proficiency with the State of Michigan's IV-D software.
 - Must be proficient with or have the ability to quickly gain proficiency with Zoom video conferencing.
 - Greets clients & members of the public in a professional manner.
 - Answers phones in a professional manner and obtains information necessary to answer questions or to communicate the question to supervisor.
 - Works effectively with the public, clients, court staff, and all employees.
 - Responsible for possessing knowledge of the Circuit Court/Family Court process.
 - Responsible for entering data into the MiSCES (Michigan Child Support Services) system pursuant to state regulations.
 - Responsible for collecting personal and financial information from clients to forward to Friend of the Court support specialists.
 - Responsible for learning how to use all current locate applications to locate individuals for support enforcement/parenting time enforcement/medical percentage enforcement.
- Note:** Examples do not include all of the duties which the employee may be expected to perform.
- Supervision:** Friend of the Court
- Deadline:** Wednesday, May 1, 2024, by 4:00 p.m. to the Human Resources Office, Historic Courthouse, 437 E. Division St., Cadillac, MI.