



# Lorain County Domestic Relations Court

## Position Description

### Classification Title:

FLSA Status: Non-exempt

Exemption Type: N/A

Civil Service Status: Unclassified

### Program Assistant

Employment Status: Full-time

Reports To: Director of Court Services

Division: Court Services

### DISTINGUISHING JOB CHARACTERISTICS

Provides program and clerical assistance to the Court Services Division, which includes the Domestic Relations Court Help Center, Separating Parents Seminar, mediation services, and all other services provided by the Court Services Division.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

*To perform this job successfully, an individual must be able to satisfactorily perform each essential duty listed below. Reasonable accommodations will be made for disabled persons, covered by the Americans with Disabilities Act, in accordance with its requirements.*

Performs duties such as scheduling, generating documents and reports, updating, and maintaining databases, general correspondence, electronic filing, proof reading, imaging, answering phones, and timely and accurate data entry into the designated case management system. Must be detail-oriented and well-organized, with the ability to prioritize workload and identify and develop effective methods to maximize performance.

Coordinates the arrangement and scheduling of seminar programs for adult litigants involved in dissolution, divorce, or custody issues. Attends the Seminar for Separating Parents, which is held after normal business hours. Tracks and compiles attendance reports from the Seminar, creates completion certificates, and files appropriate documents with the clerks.

Creates and distributes documents and notifications for seminar dates, and maintains responsibility for seminar booklets, evaluation sheets, and supplies for in-person seminars. For remote seminars, maintains responsibility for scheduling and registering clients, evaluations, and distribution of information to participants.

Provides in-person assistance at the Domestic Relations Court's Help Center by providing court information, assisting with standardized forms, navigating the court filing process, and connecting litigants with appropriate court personnel/agencies.

Serves as liaison with court personnel, attorneys, outside agencies, other departments, and caseworkers regarding Court Services cases, policies, and procedures.

Completes work in a timely, consistent manner and is committed to being available during business hours to further organizational goals. Consistently meets deadlines as assigned. Participates in department meetings and supervision sessions.

Maintains a professional and polite disposition at all times when dealing with public, coworkers, court staff, service providers, and other outside agencies. Stays calm and even-tempered when handling crises, stressful situations, continuous change, or unexpected developments. Works effectively in a team environment to accomplish organizational goals.

Must be awake and alert at all times. Demonstrates regular and punctual attendance and arrives prepared to work; meets all job safety requirements and all applicable OSHA safety standards that pertain to essential functions.

### **OTHER DUTIES AND RESPONSIBILITIES**

Maintains program statistics for the annual report. Orders and maintains supplies for the department. Must be willing to attend community events with the Director or Court Administrator to disseminate information related to the Help Center and Court Services Division. All other duties as directed by the Director of Court Services or Court Administrator.

### **SCOPE OF SUPERVISION**

None

### **EQUIPMENT OPERATED**

Computer, copier, scanner, fax, telephone, shredder, and other general office equipment.

### **CONTACTS WITH OTHERS**

Regular contacts inside and outside of the Court such as ordinary business dealings where improper handling may affect results by where primary responsibility rests with the next higher level of supervision.

### **CONFIDENTIAL DATA**

Work involves some confidential information such as client files, mediator reports, and financial records that contain sensitive information, which if disclosed, may have a minor adverse internal or external effect.

### **WORKING CONDITIONS**

Work is subject to frequent interruptions and constant reprioritization of work activities. Work is performed in an office setting under good conditions with occasional exposure to noise, dust, heat, or some other disagreeable element, but none continuously present.

### **USUAL PHYSICAL DEMANDS**

While performing the duties of this job, the employee is required to sit, speak clearly and to hear. Work is essentially sedentary with intermittent walking, standing, bending, and transporting items up to 10 pounds, such as papers and files. Employee converses with others in person, virtually, and by telephone. Tasks performed require concentrated mental and visual attention and coordination at least 50% of the time. Some tasks require rapid and precise manual dexterity or eye/hand coordination when using a computer.

### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

**Knowledge of:** computerized office programs, including but not limited to the court's case management systems for juvenile and domestic cases, Standard English grammar, basic arithmetic, court policies and procedures, spelling and punctuation, legal terminology, Ohio Revised Code for domestic relations and juvenile law.

**Ability to:** read, write and understand the Standard English language, interpret instructions furnished in written, oral, diagrammatic, or schedule form, demonstrate sensitivity to professional ethics, gender, cultural diversities and disabilities, serve the public with diplomacy and respect, including occasional encounters with irate/difficult individuals, exercise patience, objectivity, maturity, initiative and adaptability. Ability to relate and communicate effectively with Judges, staff, and the general public, model appropriate interpersonal skills, recognize when further direction and/or assistance is needed, understand boundaries between job duties and authority. Ability to regularly work extended, evening, irregular, and/or weekend hours. Ability to work independently and in a team environment. Ability to create and host meetings via Zoom or other virtual platform.

**Skill in:** typing; data entry; reading, copying and record data; arranging items in alphabetical, numerical and subject order. Proficient in Microsoft platform.

### QUALIFICATIONS

An appropriate combination of education, training, course work and experience may qualify an applicant to demonstrate required knowledge, skills, and abilities. An example of an acceptable qualification is a high school diploma, GED or equivalent.

Ability to document identity and employment eligibility within three (3) days of original appointment as a condition of employment in compliance with Immigration Reform and Control Act requirements.

Possession of a valid Ohio driver's license and a demonstrated safe driving record. Must be eligible to drive under the county commissioner's Driver/ Vehicle Risk Reduction Program.

### LICENSURE OR CERTIFICATION REQUIREMENTS

State Motor Vehicle Operators License and proof of insurance.

**This job description in no manner states or implies that these are the only duties and responsibilities to be performed by the employee filling this position, who will be required to follow instructions and perform any duties required by the employee's supervisor or designee.**

#### MANAGEMENT APPROVAL

\_\_\_\_\_ / \_\_\_ / \_\_\_  
**Authorized Court Management Representative** **Date**

#### EMPLOYEE UNDERSTANDING

\_\_\_\_\_ / \_\_\_ / \_\_\_  
**Employee** **Date**