

**Allegan County
48th Circuit Court
Friend of the Court Office**

Job Title: FOC Client Services Clerk

Reports to: Office Coordinator

Summary

Performs a variety of complex clerical functions involved in processing domestic relations cases including; accepting and posting payments, processing tax intercepts, completing daily banking, assisting litigants, answering phone calls, collecting and filing correspondence.

Principal Duties & Responsibilities

1. Batches and post received payment to proper accounts. Reconciles payments received with payments entered. Assists parties on cases with financial questions.
2. Monitors suspense accounts; disburses suspense and held monies after verifying account status and court orders.
3. Works with MISDU in processing returned/lost checks, NSF checks, stop payments bankruptcies, check replacements and posting errors. Contacts banks to verify account transactions, account information and to correct errors. Makes daily bank deposit.
4. Audits client payment accounts to verify status and make account adjustments. Communicate with and assist clients, employers, DHHS staff, banks, attorneys and others in providing account and payment information, explaining account audits, verifying account information, reconciling discrepancies, obtaining information and providing procedural information.
5. Receipting and recording of all payments processed through the Treasurer's Office.
6. Reviews state and federal tax intercept reports, safeguard state and federal tax offset records and process certifications and decertification of state aid eligibility, including verifying account status, addresses and personal case information with the Department of Human Services.
7. Screens incoming telephone calls. Greets and screen clients and others at the reception counter. Notifies staff of client arrivals for appointments and routes calls and requests for case information to proper staff. Provides forms to clients and attorneys, and provides basic information regarding FOC policies and procedures in response to inquiries.
8. Collects and records completed Title IV-D forms from clients, and sends reminder notices to those who have not returned forms and makes appropriate case notes.
9. Processes returned mail and checks for updated addresses in the MiCSES system and then updates addresses correctly.

10. Indexes scanned documents into electronic files and distributes them to other employees electronically. Tracks filed documents retention period and shreds documents once the retention period has expired.
11. Opens, date stamps and sorts mail in the morning and afternoon, adding client name on mail if missing and distributes to appropriate personnel.
12. Monitors fax transmissions throughout the day, adding client name if missing and distributes transmissions to appropriate personnel.
13. Deliver and receive forms, correspondence and orders from other court offices and county departments.
14. Complete employer Merge/Modification. This consists of verifying a customer's employer, federal identification number, OTHP number, address, contact phone and fax. The final draft is sent to Lansing for approval and from there either approved or denied based on information supplied.
15. Process income withholding orders and add an electronic copy to the file. Make a corresponding case note and forward to appropriate personnel if zero and/or case closure is required.
16. Update forms, make copies and maintain forms in the FOC lobby and judicial area courtroom entrance for public use.

Other Duties of the Job:

Utilize Data Warehouse, Business Objects to determine member DHHS Medicaid/public assistance status.

Mails emancipation notices to clients to verify ages and/or high school attendance/graduation and other emancipation conditions. Verify dates to stop support and make necessary account adjustments.

FOC liaison: problem solver of financial concerns presented by parties to a case, attorneys and agencies.

MiCSES Local Options Administrator, providing financial guidance to the FOC office staff.

Update the proper computer screens in MiCSES for all client name changes and updates for their previous name.

Maintain a calendar containing time off information.

Provide clients with pay history reports and end of year statements upon request.

Complete and submit request for new entry, merge or modification of other party information form to DHHS-Office of Child Support with the State of Michigan.

Operate a computer to enter and/or access case information, operate a multi-line phone system, and a copier, fax machine and scanner.

De-escalate crisis mode individuals or hostile customers in person and on the telephone.

Trained as a back-up for other positions in the FOC office, and assists as required.

The above statements are intended to describe the general nature and level of work being performed by a person in this position. They are not to be construed as an exhaustive list of all duties that may be performed by a person in this

Qualifications

Education: High school graduation or equivalent.

Experience: Six months to one year of clerical/bookkeeping experience, preferably in a Friend of the Court office or closely related setting.

The duties, responsibilities and qualifications above are guidelines for selection purposes; alternative qualifications may be substituted if sufficient to perform the duties of the job.