

**Enforcement Specialist - FOC****GENERAL SUMMARY**

Support staff position is responsible for preparation of child support and parenting time enforcement documents, monitoring cases in enforcement and coordinating enforcement activities with other agencies. This position requires considerable knowledge of court operations and processes, as well as excellent skill, tact and discretion in dealing with emotionally charged issues and people; requires teamwork and flexibility. This position also requires significant customer service responsibilities.

**PRIMARY DUTIES AND RESPONSIBILITIES** (may include but are not limited to the following)

- Processing and scheduling of show cause hearings
- Issuing/recalling bench warrants
- Arranging for arraignments
- Maintain jail lists, working with FOC and other departmental staff
- Coordinates with law enforcement and the courts to arrange transportation of prisoners and court appearances
- Front desk coverage, including answering multi-line telephone system and assisting clients at the front desk, checking in clients for appointments, and assisting clients making cash payments at the front desk, providing appropriate receipts, mailing of orders and review letters, barcoding and scanning of incoming paperwork
- Work with case managers on enforcement
- Cross train with other Friend of the Court Specialists

**EDUCATION, FORMAL TRAINING, AND EXPERIENCE** (minimum requirements)

- Graduation from high school
- Training and education in customer relations, legal secretarial and/or computer application subjects.
- Minimum of two years related experience, preferably in law office or other related field involving customer service with emotionally-charged situations or people.

**CERTIFICATIONS/LICENSES** (minimum requirements)

- Requires a valid driver's license and personal vehicle insurance and must maintain eligibility to drive as per the County's Vehicle policy.

**CONDITIONS OF EMPLOYMENT** (minimum requirements - legal or contractual pre-employment obligations and/or requirements, such as drug testing, background check, etc.)

A background check may be required initially and periodically for an individual hired, transferred, reclassified, promoted, or currently working in this job. Appointment to or continued employment in this job is contingent upon a satisfactory background check which may include but is not limited to; confirmation of a persons' identity; review of criminal conviction records; verification of educational degree, license, or certificate required for the position; review of Department of Motor Vehicles records; Department of Justice fingerprint scan; and/or drug and alcohol testing as required and allowable by law. A satisfactory background check is defined as the absence of a criminal history record which bears a demonstrable relationship to the applicant's or employee's



## Grand Traverse County, MI Job Description

suitability to perform the required duties and responsibilities of the position.

### PHYSICAL DEMANDS, WORK ENVIRONMENT, AND OTHER REQUIREMENTS

- Work is performed in an office environment
- May be required to reach with hands and arms; sit; stand; talk and hear; use hands to finger, handle, or feel
- May be required to lift/move up to 50 pounds (such as a box of paper)

### KNOWLEDGE, SKILLS, ABILITIES, COMPENTENCIES (minimum requirements)

- Ability to maintain confidentiality.
- Knowledge of computers and software programs for word processing, scheduling and electronic communications.
- Proficient with standard office equipment.
- Ability to maintain composure and professionalism while working with emotionally-charged issues and people.