



The Honorable Maryellen O'Shaughnessy

Franklin County Clerk of Courts

Internal Job Posting

Job Title: Customer Service Supervisor (Full-Time Bargaining Unit)
Division: Juvenile
Manager: Kimberly Yoli
Posting ID: 07-JUV-21
Posting Dates: Friday October 8th, 2021 – Friday October 15th, 2021
Starting Salary: \$16.50 Hourly/ \$34,320.00 Annually

Responsibilities and Duties:

- Provides assistance and informational services to customers, in person or by telephone, regarding the issuance of legal documents, court filings, notary requirements, verification of legal documents submitted by customer, processing transactions, and determining authenticity of documentation.
- Working knowledge of customer service procedures; supervisory principles/techniques; employee training and development; office management, policy and procedures; public relations/customer service.
- Approves all E-File documents and verifies the contents of the documents.
- Acts as cashier to accept and validate money from payment of fees as required for various transactions, balances cash drawer, and maintains daily records of all transactions.
- Enters data from legal documents on computer and verifies the accuracy of the data.
- Performs a variety of clerical tasks in order to assist with the efficient operation of the office.

Minimum Qualifications:

- A high school diploma and/or any equivalent combination of education, experience, and training.
- 12 months training and/or experience in data entry; 6 months training and/or experience in employee training and development; 6 months experience in office management.
- Ability to carry out instructions; deal with problems within a familiar context.
- Ability to handle cash, make change and meet office balancing standards.
- Must be able to communicate effectively and respond to routine inquiries from public or officials.
- Must be able to develop and maintain effective working relationships.

Visit our application website to create a user account and submit application at
<https://clct.franklincountyohio.gov/employment/>

Healthcare Benefits: Medical, Prescription Drug, Mental Health, Dental, Vision and Life Insurance

Contact: Sonya Thompson Phone: 614-525-4130 Email: slthomps@franklincountyohio.gov

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