



## HONORABLE SCOTT M. WILLIAMS

Probate Judge/Presiding Family Court Judge

### OGEMAW COUNTY FRIEND OF THE COURT

806 West Houghton Avenue, Suite 106

West Branch, Michigan 48661

Phone: (989) 345-5520

Fax: (989) 345-0603

## JOB ANNOUNCEMENT

**OGEMAW COUNTY FRIEND OF THE COURT (FOC)** seeks a dynamic candidate to serve as **CLERK / RECEPTIONIST**. In this role, you will become an integral member of a team that oversees the enforcement of child support, custody, and parenting time orders. You will execute multiple clerical and administrative duties in support of the office and interact with the public, attorneys, law enforcement, and other agencies on a daily basis to ensure clients and stakeholders understand the processes and procedures under which FOC operates.

### REPRESENTATIVE DUTIES

- Serve as the main point of contact for the FOC office, screening, fielding, and directing client and outside stakeholder inquiries and complaints at the customer service window, via mail and telephone, and electronically.
- Initiate the creation of all case files, including the opening of the physical file, entering the case into the Michigan Child Support Enforcement System (MiCSES), and ensuring all necessary documents have been received.
- Execute the locate and medical enforcement programs according to applicable statute, court rule, and federal regulations.
- Perform various clerical and administrative duties, including client information maintenance, payment processing, incoming and outgoing mail, the destruction of case files, the ordering and monitoring of office supplies, and other duties as assigned.

\*This list serves as an overview of the tasks required of this position and is not an exhaustive job description.

**THE SUCCESSFUL CANDIDATE** will be detail-oriented, self-motivated, well organized, and customer service-driven; thrive in a fast-paced environment; prioritize and execute complicated tasks, balancing the demands of multiple stakeholders; research basic problems and articulate reasoned, logical solutions; exercise complete confidentiality and impartiality on the job in a positive and professional manner.

### MINIMUM QUALIFICATIONS

- High school diploma or equivalent
- Eligible to be bonded
- Knowledge of modern office practices and procedures, including working knowledge of computers, Microsoft Office, and other software

**TO APPLY** please submit a cover letter and resume -- in Word or PDF format only -- to FOC Director, Michael LaFave, via email at [lafavem1@michigan.gov](mailto:lafavem1@michigan.gov). Resumes received by Tuesday, March 19, 2024, will be given priority. Please use the email above if you have further questions. No phone calls, please. fingerprint background check, iCHAT background check, and pre-employment physical required for employment.

Starting Pay: \$30,220 at 35 hours per week.