

S T A T E O F M I C H I G A N

BOARD OF COMMISSIONERS OF THE COUNTY OF ALLEGAN

48TH CIRCUIT COURT—ESTABLISH FRIEND OF THE COURT RECEPTIONIST POSITION

WHEREAS, there is a vacant Friend of the Court (FOC) Clerk/Typist position; and

WHEREAS, in the process of evaluating job responsibilities and the needs of the office, the FOC has determined the need to establish a second receptionist position and eliminate the Clerk/Typist position; and

WHEREAS, FOC positions remain eligible for Federal and State reimbursement through the Cooperative Reimbursement Program at a rate of 66%.

THEREFORE BE IT RESOLVED that the Board of Commissioners approves the elimination of the Clerk/Typist position; and

BE IT FINALLY RESOLVED that the County Administrator is authorized to establish one additional FOC Receptionist at A13 providing such changes remain materially budget neutral for the current and future fiscal years.



ALLEGAN COUNTY
REQUEST FOR ACTION FORM

Completed RFA form must be attached to a work order request through the Track-It System. If you have any questions regarding this process, please contact Administration @ ext. 2633.

RFA#: 178-575

Date: 4/4/19

Request Type Personnel - Position Changes **Select a Request Type to reveal and complete required form.**
Department Requesting Friend of the Court
Submitted By Erin Stender, Circuit Court Administrator, and Jennifer Kamps, Friend of the Court
Contact Information Erin x3333, Jennifer x3335

Summary of Request

The Friend of the Court is requesting that the Board of Commissioner’s approve a request to eliminate the position of Clerk/Typist (A12) and backfill the currently vacant position with a second Receptionist (A13). The observation overtime is that the responsibilities of the Clerk/Typist have overlapped with the Receptionist and having the two different positions work in the same capacity while still maintaining a different pay scale lacks consistency. There will be a budget surplus for the current year in the FOC budget based on position budgeting and then filling other positions, as well as this position, at the entry levels. This position will continue to be eligible for Federal and State reimbursement through the Cooperative Reimbursement Program at 66%. Please see the attached summary document and budget information.

LIST OF ATTACHMENTS:

- Cost Analysis of Request
- Expenditure Status Report

Friend of the Court Request - Eliminate the Clerk/Typist - FOC position and backfill it with a second Receptionist – FOC position.

The Friend of the Court is requesting that the Board of Commissioner's approve the request to eliminate the position of Clerk/Typist (A12) and backfill the currently vacant position with a second Receptionist (A13).

As the Board is aware the Friend of the Court office previously transitioned to a completely electronic filing system, Filebound. That transition was completed in 2014 and all of the FOC files were back scanned into that system by the end of 2015. Prior to the implementation of Filebound, the Clerk/Typist position required a different skill set. The Clerk/Typist responsibilities have changed to provide an added level of customer service. The Clerk/Typist is actually a Receptionist and sits at a second reception window in the FOC office. The primary job responsibilities include greeting customers, answering phone calls, handling office correspondence, and indexing documents into Filebound.

The observation overtime is that the responsibilities of the Clerk/Typist have overlapped with the Receptionist and having the two different positions work in the same capacity while still maintaining a different pay scale lacks consistency.

Additionally, because the Clerk/Typist position is currently at a different pay scale below every other position in the FOC office and a majority of positions in the Courthouse, people in this position are frequently promoted and this causes excessive hours of intensive re-training every time this position is filled. If the FOC office had two Receptionists at the same pay scale this would decrease internal turn over and help maintain consistency in training and continued customer service.

Allowing the elimination of the Clerk/Typist position and the hiring of a second Receptionist will achieve consistency and continue to provide an additional level of customer service for the residents of Allegan County.

The cost of the proposed change will be borne within the courts existing budget, and is reasonably considered budget neutral. As the attached document outlines the difference is less than \$3,000 per year over the next five years. There will be a budget surplus for the current year based on position budgeting and then filling other positions, as well as this position, at the entry levels. This position will continue to be eligible for Federal and State reimbursement through the Cooperative Reimbursement Program at 66%.

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

Job Title: Receptionist

Reports to: Friend of the Court

Summary

Provides excellent customer service by serving as office receptionist. Includes screening phone calls, clients and others at the reception counter and directs clients to the proper FOC staff persons. Receives mail and fax transmissions, pulls records and collects and organizes forms received from clients. Provides basic information regarding FOC policies and procedures in response to routine inquiries. Files correspondence, orders and other legal documents, copies and distributes withholding orders and show cause orders. Delivers forms, correspondence and orders to other employees and departments.

Principal Duties & Responsibilities

1. 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.
2. 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.
3. Processes returned mail and checks for updated addresses in the MiCSES system and then updates addresses correctly.
4. 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.
5. Opens, date stamps and sorts mail in the morning and afternoon, adding client name on mail if missing and distributes to appropriate personnel.
6. Monitors fax transmissions throughout the day, adding client name if missing and distributes transmissions to appropriate personnel.
7. Deliver and receive forms, correspondence and orders from other court offices and county departments.
8. 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.
9. 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.

10. Update forms, make copies and maintain forms in the FOC lobby and judicial area courtroom entrance for public use.
11. Maintain an inventory of office supplies for the FOC office.

Other Duties of the Job:

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.

Substitutes for other court staff and assists in other areas of the court as needed. Can include working in a back-up capacity for the Client Financial Services Clerk if necessary by taking payments, receipting payments, and counting down the cash drawer to ensure it balances.

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 of clerical experience, preferably in a Friend of the Court 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.