

FOC ADMINISTRATIVE ASSISTANT

GENERAL STATEMENT OF DUTIES: The FOC Administrative Assistant is responsible for performing highly complex duties including enhanced customer service, interpretation and implementation of new state policies and statutes, reorganization of office functions, the development, training and discipline of assigned employees and all necessary follow-up required to implement improved operations. The Administrative Assistant works under the direct supervision of the Deputy FOC and will act in the absence of the Deputy FOC for all administrative and supervisory functions as directed by the Friend of the Court.

STATEMENT OF TASKS:

Supervises all subordinate staff including but not limited to front counter staff, the call center, order entry and other assigned functions as determined by the Friend of the Court.

Assists in the daily operation of the FOC as directed by the Deputy Director.

Responsible for the implementation of county and state computer programs.

Assists in the design, determination, implementation, coordination and supervision of all information technology systems including all state applications, remote access, CGI, locate tools, the OnBase system, MiCSES, and any other systems being implemented by the FOC.

Assists in the supervision, training, and implementation of all programs and procedures of the Friend of the Court Operations.

Serves as a technical resource and provides technical assistance for all FOC staff.

Assists with the interviewing and selection of applicants for employment as required.

Acts as a liaison with the public and provides assistance as required to improve the customer experience.

Represents the Friend of the Court during grievance hearings and special conferences as directed by the Friend of the Court.

Acts a liaison with county departments and officials, and all state and federal agencies at the direction of the Friend of the Court.

Recommends, develops and implements office policies and procedures in accordance with all state statutes, SCAO policy and OCS memorandum as directed by the Friend of the Court.

The Statement of Tasks above is intended to be sufficient to identify and illustrate the many duties that may be assigned to the Friend of the Court Administrative Assistant. It should not be interpreted to describe all of the duties the Administrative Assistant may be required to perform.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Thorough knowledge of all Friend of the Court policies and procedures.

Thorough knowledge and understanding of all statutes, Administrative Orders and OCS memorandums regarding the responsibilities and operation of the Friend of the Court.

Ability to work cooperatively with local, state and federal agencies.

Ability to work with members of the public, court professionals and county and state representatives.

Ability to develop and implement office policies and procedures.

Ability to communicate effectively both orally and in written form, including presentation to public and governmental groups.

Ability to maintain excellent interpersonal relationships with all office employees.

Ability to supervise effectively

Ability to locate and write grant applications to public and private benefactors.

MINIMUM QUALIFICATIONS:

The candidate must possess a bachelor's or master's degree in Public Administration, Business Administration, Sociology, Psychology, Criminal Justice, Social Work, Guidance and Counseling, or related degree and Five (5) years of work experience in a Friend of the Court office.



Human Resources Director

Established: September 11, 1992

Revised: May 14, 2007

Revised: November 1, 2016