

FAIRFIELD COUNTY

JOB TITLE: OFFICE ASSISTANT
PROBATEGENERAL STATEMENT OF JOB

Under general supervision, is responsible for performing a variety of clerical and related tasks in support of the Probate Office including scheduling hearings, preparing various forms and documents, processing marriage licenses, maintaining files, receiving and receipting monies, answering phone calls, opening mail, etc. Maintains accuracy and professionalism in performing duties. Reports to the Probate Judge.

SPECIFIC DUTIES AND RESPONSIBILITIESESSENTIAL JOB FUNCTIONS

Performs a variety of duties relative to mental health hearings and substance abuse hearings including scheduling hearings, preparing notices, appointing examiners, preparing forms and orders, preparing vouchers for services rendered, preparing and submitting summary sheets, and indexing and filing cases.

Processes marriage licenses to include typing applications, issuing licenses, collecting fees, recording and filing marriages, issuing certified copies, etc.

Processes and maintains conservatorship and guardianship files to include filing petitions, scheduling hearings, preparing files with necessary documents, completing docket sheets, indexing files, collecting fees, tracking files, and closing files when appropriate.

Receives monies and prepares receipts as appropriate. Maintains and balances records.

Prepares items for microfilming.

Performs a variety of other general clerical/secretarial duties such as answering phone calls, opening mail, filing items, typing general correspondence, etc.

Communicates and interacts with a variety of peoples such as immediate supervisor, lawyers, agency personnel, general public, and other County employees.

Operates a variety of types of office equipment including typewriter, copier, fax machine, microfilm camera, calculator, etc.

ADDITIONAL JOB FUNCTIONS

Performs other related duties as required.

MINIMUM TRAINING AND EXPERIENCE

High school diploma with one to three years of office experience, or any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of automated office machines including typewriter, calculator, copier, etc. Must be physically able to exert up to ten pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. Position involves mostly sedentary work, but may involve walking or standing for brief periods of time. Must be able to lift and/or carry weights of approximately twenty pounds.

Data Conception: Requires the ability to compare and or judge the readily observable functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

Interpersonal Communication: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes the receiving of information and instructions from supervisor.

Language Ability: Requires the ability to read a variety of documents and reports. Requires the ability to prepare documents and reports such as docket sheets, receipts, purchase requisitions, general letters of correspondence, etc., using the proper format, punctuation, spelling and grammar. Requires the ability to communicate with co-workers, attorneys, agency personnel, and the general public, etc. with poise, voice control, and confidence.

Intelligence: Requires the ability to apply commonsense understanding to carry out instructions furnished in written, oral, or diagrammatic form; to deal with problems involving several concrete variables in or from standardized situations.

Verbal Aptitude: Requires the ability to record and deliver information and to follow verbal and written instructions.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; add, subtract, multiply, and divide numbers; figure percentages and utilize decimals; and determine time and weight.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape.

Motor Coordination: Requires the ability to coordinate hands and eyes in utilizing automated office equipment.

Manual Dexterity: Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have moderate levels of eye/hand/foot coordination.

Color Discrimination: Does not require the ability to differentiate colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under minimal stress when confronted with an emergency.

Physical Communication: Requires the ability to talk and/or hear (talking - expressing or exchanging ideas by means of spoken words; hearing - perceiving nature of sounds by ear.)

PERFORMANCE INDICATORS

Knowledge of Job: Has considerable knowledge of the practices, procedures, and activities of the Probate Office as they pertain to the duties of the position. Has knowledge of general office operations, functions, and procedures. Is able to use independent judgment in routine and non-routine situations which occur. Is able to communicate effectively with others both in person and over the telephone such as the public, County Officers and co-workers. Has the ability to compile,

organize, prepare, and maintain an assortment of records, reports, and related information. Has the ability to comprehend, interpret, and apply regulations, procedures and office operations. Knows of the reports, records, files and letters which must be prepared, processed, and maintained in order to meet the requirements of the department such as Court dockets, receipts, various records, and general letters of correspondence, etc. Is able to read, understand and complete written requests and work assignments in a timely fashion. Is able to complete mathematical calculations as needed. Has the ability to prepare clear and concise letters of correspondence and other related material as required. Has the ability to work within deadlines, handle mail and documents, maintain accuracy in bookkeeping and recordkeeping and deal with the public in a professional manner.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interface with all County departments and divisions, co-workers and customers, and the general public.

Quantity of Work: Maintains effective and efficient output of all duties and responsibilities as described under "Specific Duties and Responsibilities."

Dependability: Assumes responsibility for doing assigned work and for meeting deadlines. Completes assigned work on or before deadlines in accordance with directives, County policy, standards and prescribed procedures. Accepts accountability for meeting assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends work regularly and on time with a minimum of tardiness and absences and adheres to County policies and procedures regarding absences and tardiness. Provides adequate notice to higher management with respect to vacation time and time-off requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be done and initiates proper and acceptable direction for the completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice and researches problems, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with County policy or procedures, etc.

Relationships with Others: Shares knowledge with managers, supervisors and staff for mutual and

County benefit. Contributes to maintaining high morale among all County employees. Develops and maintains cooperative and courteous relationships with department employees, staffers and managers in other departments, representatives from organizations, customers, and the general public so as to maintain good will toward the County and to project a good image. Tactfully and effectively handles requests, suggestions and complaints from other departments and persons in order to maintain goodwill within the County. Emphasizes the importance of maintaining a positive image within the County. Interfaces effectively with higher management, professionals, customers, and the general public.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Attends meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules. Maintains a calendar for meetings, deadlines and events.

Safety and Housekeeping: Adheres to all safety and housekeeping standards established by the County and various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly workplace.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.