

ADMINISTRATIVE ASSISTANT TO THE HEARING OFFICER

GENERAL DEFINITION

This position involves confidential clerical and administrative duties which involve varied and moderately complex work methods and functions.

An employee in this class performs a variety of functions. Work normally involves the application of initiative and independent judgment to procedural questions which are encountered, although decisions made are limited by established precedents and County policies. Work is reviewed by a superior for content and accuracy. The employee, because of the nature and confidentiality of the subject frequently dealt with, is required to exercise discretion, independence and judgment.

EXAMPLES OF WORK

Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.

Maintain scheduling and event calendars with matters associated with the office which may include but is not limited to New Custody, Modifications and PFA Hearings.

Review Contempt and Special Relief packets and provide to the Hearing Officer for scheduling.

Complete Temporary Protection From Abuse Orders and the PFAD System and take to the assigned Judge to review.

Collect money owed to the PFA Office and forward to Court Administration monthly.

Answer public inquiries, attempts to resolve complaints and refers more complex complaints to appropriate official.

Complete orange cards for daily schedules and submit to the Prothonotary's office in a timely manner for DRHO and PFA Judges.

Maintains files reports, documents, correspondence and other material.

Conduct searches to find needed information, using such sources as the Internet.

Have direct communication with court personnel, including Court Administration, Judges and their staff and Attorneys.

This job description shall include, but is not necessarily limited to, the above duties. May temporarily perform other duties assigned to maintain operations and services.

REQUIRED KNOWLEDGE, SKILL AND ABILITIES

Considerable knowledge of business communications, spelling, punctuation and office procedures.

Ability to operate office equipment such as fax machines, copiers, and phone systems, and use computers for spreadsheet, word processing, database management, and other applications. Operate electronic mail systems and coordinate the flow of information both internally and with other organizations.

Ability to meet and deal effectively with associates and the general public. Good interpersonal skills a must.

MINIMUM TRAINING AND EXPERIENCE

Completion of high school diploma or equivalent and one to two years of secretarial and general clerical experience.

Or, any equivalent combination of acceptable training and experience.