



BOONE COUNTY JOB DESCRIPTION

JOB TITLE: <u>Account Specialist I</u>	NEW: <input type="checkbox"/>	REVISED: <input checked="" type="checkbox"/> <small>(Please check one)</small>
REPORTS TO: <u>Office Administrator</u>	FLSA: <u>Non-Exempt</u>	DATE: <u>01/16</u>
DEPARTMENT: <u>Prosecuting Attorney</u>	JOB CODE: 604	

SUMMARY:

Under general supervision, the Account Specialist I provides customer service, takes restitution payments, and provides clerical support for all personnel in the Boone County Prosecuting Attorney’s Office.

ESSENTIAL FUNCTIONS: *(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills, and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is **not** a comprehensive listing of all functions and tasks performed by incumbents of this class.)*

Serves as the first point of contact for the Boone County Prosecuting Attorney’s Office by phone and in person; answers all incoming phone calls, assesses needs, and directs inquiries and information to the appropriate staff as necessary; assists walk-in traffic and provides customer service; explains departmental processes and regulations to the public and assists in resolving problems; uses discretion to obtain information and to handle potentially stressful situations; regularly communicates with the public, law enforcement agencies, prosecuting attorneys, defense attorneys, legal staff, Court staff, victims, and other office personnel in order to respond to inquiries, gather information, and provide customer service.

Performs a variety of legal office support work; prepares letters, correspondence, forms and other documents as needed; receives, sorts, codes, and distributes incoming mail; maintains copies of documents; operates computers, maintains and updates confidential files and spreadsheets; performs word processing; performs data entry and scans records; operates office equipment; answers phones and e-mails.

Assists the Bad Check and Tax Collection Departments; assists with restitution collection; takes restitution payments and prints receipts; verifies and enters fingerprint card information; scans traffic files as needed; verifies community service hours as needed; assists office staff with data entry.

Receives information and file requests from Court and directs information to the appropriate staff member for location and delivery; provides support to the Legal Assistants and other office staff as necessary.

Performs other duties as assigned.

KNOWLEDGE AND SKILL:

1. Knowledge of personal computers and standard software applications related to court support work, including Microsoft Word and Excel.
2. Knowledge of filing and electronic record keeping systems.
3. Knowledge of English grammar, punctuation, and spelling; skill in communicating effectively using the English language, both orally and in writing.
4. Knowledge of legal processes and terminology.
5. Skill in reading and preparing legal documents.
6. Skill in application of State and Federal guidelines, rules and statutes to perform essential functions of position.
7. Skill in mathematics sufficient to take and receipt cash money, accurately calculate and give change, balance a cash drawer, and perform calculations using addition, subtraction, multiplication and division.
8. Skill in discretion and maintaining confidential information.
9. Skill in handling stressful situations successfully and the ability to work well with other employees, court professionals and the public.
10. Ability to provide a high level of customer service.
11. Ability to work independently and follow instructions.
12. Ability to learn and apply policies, procedures, documents and terminology affecting assigned functions.

PHYSICAL DEMANDS:

The majority of work is performed in a professional office setting and is generally sedentary. Must possess vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.

Position requires CONTINUOUS sitting, upward and downward flexion of neck; fine finger dexterity and light to moderate finger pressure to manipulate keyboard, equipment controls, and other office equipment; pinch grasp to manipulate writing utensils. FREQUENT side-to-side turning of neck, walking, standing, bending and stooping, pushing/pulling, twisting at waist, moderate wrist torque to twist equipment knobs and dials; lifting objects weighing up to 25 lbs. from below waist to above shoulders and transporting distances up to 50 yards. OCCASIONAL squatting, kneeling, reaching above and at shoulder height, moderate grasping to manipulate objects; lifting objects weighing 20-35 lbs from below waist to above shoulders and transporting distances up to 50 feet.

WORK ENVIRONMENT:

This job operates in a professional office environment. Professional attire required. This position routinely uses office equipment such as computers, calculators, multi-line telephones, photocopiers, printers and scanners, hand-held recording devices, filing cabinets and fax machines. This position is routinely in contact with the public, law enforcement agencies, Court employees, attorneys and members of other entities. This position is subject to varying workloads and high stress situations.

MINIMUM QUALIFICATIONS:

High school diploma or GED, plus one year of clerical or office management experience. Must possess a clear criminal history.

PREFERRED QUALIFICATIONS:

One year of customer service experience and the ability to type 45 WPM.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

APPROVALS:

Department Director: _____ Date: _____
(Signature)

HR Director: _____ Date: _____
(Signature)