



**CUYAHOGA COUNTY COURT OF COMMON PLEAS
DIVISION OF DOMESTIC RELATIONS**

**CUYAHOGA COUNTY DOMESTIC RELATIONS COURT
JOB DESCRIPTION**

Job Title: Help Center Specialist I
Department: Help Center
Reports to: Help Center Director
Hours: 8:30 a.m. – 4:30 p.m.
FLSA Status: Non-Exempt

SUMMARY:

Under the general direction of the Help Center Manager, the Specialist is responsible for providing assistance to all who visit the Help Center in compliance with the Help Center's policies and procedures designed to make justice accessible to all by helping individuals navigate the court process.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Know, learn and understand the legal basis of the documents, information and resources offered by the Help Center to self-represented litigants and all visitors to ensure accurate and consistent service
- Ensure that self-represented litigants and all visitors understand the scope of the Help Center and that Help Center staff cannot provide legal advice
- Meet with and respond to self-represented litigants and all visitors to discuss all procedural options, assist with completing documents necessary for signature and review terms of the filings with each litigant
- Answer phone calls from self-represented litigants and all those with inquiries about the Court process, procedures, case information and available options and resources
- Review self-represented litigant filings to ensure accuracy and compliance with the Ohio Revised Code and Local Rules of Court
- Help create resource materials and help with document assembly of hard copy materials offered by the Help Center
- Help collect statistics of self-represented litigants and all visitors to the Help Center performs other job-related duties as required

KNOWLEDGE, SKILLS AND ABILITIES:

- Good, working knowledge of Domestic Relations/Family Law
- Excellent, working knowledge of how the Domestic Relations Court functions and processes
- Ability to interact and communicate well with Judges, Magistrates, Attorneys, Court Personnel and the public
- Ability to present a positive impression on the public both as an individual and as a representative of the Court
- Ability to learn tasks quickly, good organizational skills, accountable and timely.
- Excellent attention to detail
- Excellent written and oral communication with a focus on the use of plain language
- Good use of problem-solving skills
- Ability and willingness to work with others as a team
- Ability to learn and use Court-based software systems
- Ability to work in a fast-paced environment
- Possess excellent typing skills
- Competency with the use of computers and the following Microsoft Office Standards:

Word	Excel	Outlook	Video Conferencing
<ul style="list-style-type: none"> • Cut & Paste • Find & Replace Text • Format text • Create & Manage paragraph Style • Insert Footers/Headers • Create & Manage Lists • Track/Accept/Turn-off changes • Convert to PDF 	<ul style="list-style-type: none"> • Copy/Rename Worksheet • Insert Column/Row • Format Cells • Sort & Filter • Find & Replace Text • Remove Duplicates • Prepare for Print 	<ul style="list-style-type: none"> • Create New Email Message • Forward or Reply to Email • Add Attachment(s) to Email Message • Open & Save Attachment(s) • Create & Add Signature • Create Calendar Appointment • Schedule a Meeting 	<ul style="list-style-type: none"> • Use video conferencing platforms such as Zoom©, Microsoft Teams and WebEx • Create and schedule a video conferencing session • Use video and audio controls • Share screen

EDUCATION:

- Minimum of High School Diploma or GED equivalent. Associate Degree or higher in Paralegal Studies, Business/Public Administration or related field from an accredited college or university preferred

EXPERIENCE:

- Two (2) or more years of experience in a legal office or court setting; one (1) of those years in a Domestic Relations Court
- Experience working effectively with diverse populations with an understanding of the challenges faced by self-represented litigants
- Experience working with attorneys

PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to sit or stand for 8 hours per day. The employee must be able to operate a computer for up to 8 hours per day. This job includes significant amounts of sitting, talking, walking and listening.

In addition, the employee must be able to effectively read court documents, correspondence and instructions. The employee must have sufficient hearing ability to converse with individuals, in person and on the telephone, and sufficient speaking ability to communicate effectively with other individuals in person and by telephone. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORKING ENVIRONMENT:

Office environment is comprised of a professional, technical, and computer-friendly fast-paced atmosphere. Office is located within the Help Center on the Ground Level of Domestic Relations Court, Cuyahoga County Courthouse.

APPLICATION REQUIREMENTS:

The Cuyahoga County Domestic Relations Court requires submission to a criminal history background check and drug testing prior to employment.

Submit application, letter of interest and resume via email or ordinary mail to:

Email: DR_Recruiting@cuyahogacounty.us

Jim Zak, Court Administrator
Cuyahoga County Domestic Relations Court
1 West Lakeside Avenue, Room 149
Cleveland, Ohio 44113