

CUYAHOGA COUNTY PROBATE COURT

NOTICE OF JOB VACANCY

TITLE OF POSITION:	Deputy Clerk
IMMEDIATE SUPERVISOR:	Deputy Director of E-File/Director of Clerk's Office
NORMAL WORKING HOURS:	Monday- Friday 8:30 a.m. - 4:30 p.m.
ANNUAL SALARY RANGE:	\$39,500-\$41,500: Based on experience
POSITION DESCRIPTION:	A Deputy Clerk position in this class involves high volume legal document review, phone and email-based customer support, and related clerical and digital document transactions through the Court's E-File Gateway system. Requires attention to detail and independent judgment verifying legal case data submitted online to the Court. Prior experience with docketing, case management systems and public service preferred. Will also provide clerk support for in-person filings and transactions by visitors to the Probate Court. In all aspects of the position duties, the applicant must be able to provide friendly and efficient customer service. Serves at the pleasure of the Presiding Judge.

ESSENTIAL FUNCTIONS

- Provide exceptional customer service by assisting patrons who use the Court's E-File Gateway, including reviewing documents presented for completion and basic requirements, answering related customer questions, providing patrons with available information and procedural resources to file. Process account requests and related correspondence. Manage all email addresses for patrons filing at Court.
- Process digital files through workflow queues, entering additional information as needed in the appropriate fields in the computer system, coordinating with staff of all departments to process digital files.
- Assist the Deputy Director to develop, publish, and manage department content (guidelines, help documents, etc.) to expand and improve the E-File department's services.
- Assist the Clerk's Office filing counter with phone support and in-person filings and transactions.

REQUIREMENTS

Associate degree (2 years of college) or equivalent work experience preferred; High School Diploma with related work experience will be considered. Advanced proficiency in computer skills, including Microsoft 365 and WIN 10/11 applications; specifically, Word, Excel, PowerPoint, and related software. Excellent oral and written communication skills; customer service phone support skills; organizational skills including analytical thinking; interpersonal skills to maintain cooperative and effective working relationships; ability to follow instructions, identify time-sensitive filings and process pleadings timely and accurately. A candidate must possess qualities of fairness, have the highest integrity, and must maintain the confidentiality of Court information.

APPLICATION PROCEDURE

Send a letter of interest and resume to Contact listed below. Proof of education and professional employment references will be required before the final interview. May require submission to a criminal history background check and drug testing for employment. The selected candidate must successfully complete a probationary period.

Posting Period:	Contact Person:	Address:
Continue until position is filled.	Magistrate Jennifer Alexander Court Administrator	Cuyahoga County Probate Court ATTN: Magistrate Jennifer Alexander Court Administrator
Submit letter of interest and resume.	Email: jalexander@cuyahogacounty.gov	1 Lakeside Avenue West Cleveland, OH 44113

THE CUYAHOGA COUNTY PROBATE COURT IS AN EQUAL OPPORTUNITY EMPLOYER AND WILL NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN, HANDICAP, AGE, OR ANCESTRY OF ANY PERSON.