



# Judicial Council of Georgia Administrative Office of the Courts JOB ANNOUNCEMENT

## Customer Support Specialist I

**Recruitment Period:** Submit resume by July 25, 2017

**Number of Positions:** One (1) position

**FLSA Status:** Non-Exempt

**Salary:** \$22,519.63 - \$34,000

**Position Location:** Fulton County, GA

### Job Summary

The Office of Court Professionals seeks a fulltime Customer Support Specialist I to work within the Judicial Services Division of the Judicial Council/Administrative Office of the Courts. Under limited supervision of the Operations Manager, performs a diverse set of activities relating to the certification and licensing of court professionals and officials through the Georgia Courts Registrar. Provides technical and customer service support, acts as an application administrator, and interfaces with Office of Court Professional program staff and affiliated agencies to support a high level of customer satisfaction. Involves interacting with judges, attorneys, court professionals and personnel, agency employees and technical consultants/vendors. Requires knowledge of related program business activities and superior interpersonal skills.

### Job Responsibilities and Performance Standards:

#### Technical and Customer Service Support

- Serves as initial point of contact for external Registrar customers: court reporters, court interpreters, neutrals, magistrate judges, and municipal judges and clerks; responds to questions and guides customers in using the Registrar; troubleshoots issues and problems; provides accurate information regarding certification requirements.
- Provides telephone, email, and in person support daily to respond to customer needs; strives to minimize customer wait time; refers callers to appropriate resources to enhance use of the Registrar.
- Records pertinent information about support calls into service tracking system to document performance and formulate database for management; identifies and alerts Operations Manager and program staff about technical and administrative issues.
- Provides front desk reception support as initial point of contact for the Judicial Council/Administrative Office of the Courts.

#### Application Administrator

- Reviews user data entries to confirm and approve profile, questionnaire, continuing education and payment information according to established business rules; transmits and monitors automated and manual email communications to rules; transmits and monitors automated and manual email communications to assist users to completion of registration and certification; regularly checks dashboard and other tools to identify user status and needs.
- Logs user and administrator issues to capture information relating to potential process and application enhancements; advises Operations Manager about observations, experiences and suggestions.

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- Executes other tasks and assignments as directed by Operations Manager.

#### Collaboration and Teamwork

- Performs work in team environment to ensure clear and results-based communication with Office of Court Professionals program staff and affiliated agencies.
- Executes other related tasks and assignments as directed by supervising authority.

#### Education Review

- Under direct supervision reviews curricula, agendas, and learning objects to verify that external training meets program requirements.
- Supports the development of education/training information tracking procedures to coordinate with the Registrar database and processes.
- Supports the monitoring of education/training data and client compliance and troubleshooting of data problems.

#### **Minimum Job Requirements:**

- High School Diploma or equivalent
- Proficiency in Microsoft Office Suite (Word, Excel, Access) Possess a valid Georgia Driver's license and ability to operate state vehicles
- At least six months experience handling customer questions, complaints, or providing information
- Strong interpersonal skills

#### **Preferred Qualifications:**

- Bachelor's degree in public or business administration, criminal justice or a related field; or an equivalent combination of education and experience
- Knowledge of Georgia Courts Registrar programs, procedures and resource information
- Knowledge of Georgia court system

#### **To apply:**

Applicants must submit a resume to [resume@georgiacourts.gov](mailto:resume@georgiacourts.gov) by close of business **July 20, 2017**. This position is subject to close at any time once a satisfactory applicant pool has been established.

Subject line must include: **Customer Support Specialist I**

#### **Additional Information:**

Due to the volume of applications received, we are unable to provide information on application status by phone or email. All qualified applicants will be considered, but may not necessarily receive an interview. Selected applicants will be contacted by the hiring manager to complete next steps in the hiring process.

Applicants who require accommodations for the interview process should contact [resume@georgiacourts.gov](mailto:resume@georgiacourts.gov) or call 404-463-0638. The JC/AOC will attempt to meet reasonable accommodation requests whenever possible.

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