



CUYAHOGA COUNTY COURT OF COMMON PLEAS DIVISION OF DOMESTIC RELATIONS

CUYAHOGA COUNTY DOMESTIC RELATIONS COURT JOB DESCRIPTION

Job Title: Navigation Services Assistant Director
Department: Navigation Services Help Center
Reports to: Navigation Services Director
Hours: 8:30 a.m. – 4:30 p.m.
(This position may require some work beyond normal hours.)
FLSA Status: Exempt (\$75,000 - \$80,000)

SUMMARY:

Under the general direction of the Navigation Services Director, the Navigation Services Assistant Director is responsible for helping individuals navigate court process in all areas of the Court including but not limited to divorce, dissolution, domestic violence civil protection orders, child custody and support, spousal support and property division. The Navigation Services Assistant Director assists the Navigation Services Director and Domestic Violence Department Director in managing staff within Navigation Services and the Domestic Violence Department and with implementation of the policies and procedures designed to make justice accessible to all by helping individuals navigate the court process. Other duties may be assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Learn and understand the legal basis of the documents, information and resources offered by Navigation Services to self-represented litigants and all visitors to ensure accurate and consistent service
- Greet self-represented litigants and all visitors, assess their needs, determine if they are in the proper court/jurisdiction and have necessary initial information for filing
- Ensure that self-represented litigants and all visitors understand the scope of Navigation Services and that Specialists 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

- Learn and understand the Court's Virtual Help Center and assist users using the Virtual Help Center to prepare Court documents.
- Communicate with attorneys about proposed entries and other submissions requiring review by the Court
- Determine if an interpreter is needed and if so, facilitate the acquisition of one
- Direct parties to appropriate locations for scheduled events
- Communicate with the Cuyahoga County deputy sheriffs to help manage safety concerns
- Make resources available to parties engaged with the Court process
- Review and process transmissions from the Office of Child Support
- Collect and help maintain statistics of all court users who interact with Navigation Services.
- Monitor, maintain and replenish stock of hard copy materials and office supplies

Assist the Navigation Services Director with the following duties:

- Managing all Navigation Services staff including overseeing daily operations of each member of the department, approving requests for sick and leave time, coordinating schedules and managing time sheets
- Facilitating the production, dissemination and updates of Navigation Services materials and resources
- Ensuring all processes and procedures surrounding the dissemination of Court documents and information are accomplished in an efficient, legal and effective manner
- Regularly training, updating, answering the questions of and providing advice to Navigation Services staff to understand the legal basis of the documents, information and resources offered by Navigation Services to self-represented litigants and all visitors to ensure accurate and consistent service
- Assisting Navigation Services staff with ensuring self-represented litigants and all visitors to Navigation Services are properly informed of the process and procedures of filing and completing Court documents
- Assisting Navigation Services staff in conducting initial screening and intake to determine if self-represented litigants and all visitors are in proper court/jurisdiction and have necessary initial information for filing
- Serving as a liaison to all of the Domestic Relations Court Judges, Magistrates, departments and staff to ensure that the needs of the self-represented litigants and all visitors are being met and that the filings submitted to the Court are accurate and complete
- Working with the Clerk of Courts to address discrepancies or issues related to Domestic Relations Court filings, identify remedies that ensure quality of services provided to litigants and maintain a good-standing relationship with the staff at the Clerk of Courts
- Participating as a member of Domestic Relations Court committees as well as local and national boards and groups which address and advance access to justice efforts
- Drafting and providing regular updates to Court Administration about the work accomplished and improvements needed by Navigation Services based upon feedback offered by Navigation Services staff and visitors and statistics kept
- Facilitating the promotion of the Help Center to the community
- Performing other job-related duties as required

Assist the Domestic Violence Department Director with the following duties:

- Managing Domestic Violence Department staff including overseeing daily operations
- Ensuring all processes and procedures surrounding the dissemination of Court documents and information are accomplished in an efficient, legal and effective manner
- Regularly training, updating, answering the questions of and providing advice to Domestic Violence Department staff to understand the legal basis of the documents, information and resources offered to self-represented litigants and all visitors to ensure accurate and consistent service
- Assisting Domestic Violence Department staff with ensuring self-represented litigants and all other visitors are properly informed of the process and procedures of filing and completing Court documents
- Assisting Domestic Violence Department staff in conducting initial screening and intake to determine if self-represented litigants and all visitors are in proper court/jurisdiction and have necessary initial information for filing
- Serving as a liaison to all of the Domestic Relations Court Judges, Magistrates, departments and staff to ensure that the needs of the self-represented litigants and all visitors are being met and that the filings submitted to the Court are accurate and complete
- Working with the Clerk of Courts to address discrepancies or issues related to Domestic Violence Civil Protection Order filings, identify remedies that ensure quality of services provided to litigants and maintain a good-standing relationship with the staff at the Clerk of Courts
- Participating as a member of Domestic Relations Court committees as well as local and national boards and groups which address and advance access to justice efforts
- Providing regular updates to Court Administration about the work accomplished and improvements needed by the Domestic Violence Department based upon feedback offered by Domestic Violence Department staff and visitors and statistics kept
- Facilitating the promotion of the Domestic Violence Department to the community
- Strengthen communication and collaboration between courts and partner agencies
- Share information, as appropriate and permitted by law, with partner agencies and public
- Provide timely responses to request for collaboration
- Participate in joint training, education, and resource-sharing efforts
- Performing other job-related duties as required

KNOWLEDGE, SKILLS AND ABILITIES:

- Excellent knowledge of Domestic Relations/Family Law
- Good, working knowledge of how the Domestic Relations Court functions
- Ability to promote and maintain a professional and team-focused working environment
- 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, goal-oriented and timely
- Excellent written and oral communication with a focus on the use of plain language
- Excellent use of problem-solving skills
- Ability to learn and use Court-based software systems

- Proficient with Microsoft Office and other computer-based resources necessary to fulfill duties and responsibilities
- Multi-lingual skills encouraged

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:

- Juris Doctorate Degree with license to practice law in the State of Ohio

EXPERIENCE:

- Three or more years as a licensed attorney in the State of Ohio, preferred
- Three or more years of legal experience with Domestic Relations/Family Law
- One year of supervisory or managerial experience
- Experience working effectively with a diverse populations with an understanding of the challenges faced by self-represented litigants

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 and 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 reports, correspondence and instructions. The 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 a background check, proof of education, and Supreme Court of Ohio Certificate of Good Standing with Disciplinary Information, if applicable prior to employment.

Applicants must submit application, letter of interest, and resume, and applicants for a legal or management position must also submit a writing sample, resume via email or ordinary mail to:

Cuyahoga County Domestic Relations Court
James Zak, Administrator of Court Operations
1 West Lakeside Avenue, Administration Office - Room 149
Cleveland, Ohio 44113
Email: DR_Recruiting@cuyahogacounty.gov