



CUYAHOGA COUNTY COURT OF COMMON PLEAS DIVISION OF DOMESTIC RELATIONS

CUYAHOGA COUNTY DOMESTIC RELATIONS JOB DESCRIPTION

Job Title: Navigation Specialist
Department: Navigation Services Help Center
Reports to: Navigation Services Director / Domestic Violence Director
Hours: 8:30 a.m. – 4:30 p.m.
(This position may require some work beyond normal hours.)
FLSA Status: Non-exempt (\$42,000 - \$47,000)

SUMMARY:

Under the general direction of the Navigation Services Director/Domestic Violence Director, the Navigation Specialist is responsible for helping individuals navigate the court process in all areas including but not limited to divorce, dissolution, domestic violence ex parte civil protection orders (DVCPO), child custody and support, spousal support, and property division.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Learn and understand the legal basis of the documents, information, and resources offered by the Navigation Services Help Center 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 Navigation 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
- 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 Cuyahoga County Sheriff Deputies to help manage safety concerns

- Make resources available to parties engaged 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
- Ensure self-represented litigants seeking Domestic Violence Civil Protection Orders (DVCPO) are properly informed of procedures to obtain an ex parte DVCPO
- Complete all steps necessary for the efficient processing and filing of Ex Parte DVCPO's, motions and service of pleadings
- Input and process required documents via Workflow
- Coordinate availability of domestic violence advocate including attending ex parte hearing
- Reply to telephone and in person inquiries regarding CPO cases, requirements for filing protection orders, motions, case status, service questions and other inquiries from the public, courts, sheriff departments, clerk of courts, and law enforcement agencies
- Manage parties checking in for scheduled hearings and/or trials, ensure all necessary check-in information is provided to schedulers for the assigned magistrate and all parties are monitored for safety concerns
- Work on special projects as assigned
- Assist in long term projects and policy improvements as assigned
- Research and gather information requested by magistrates before or during hearings as necessary
- Performs other job-related duties as assigned

KNOWLEDGE, SKILLS AND ABILITIES:

- Working knowledge of Domestic Relations/Family Law and how Domestic Relations Court functions
- Ability to interact and communicate well with Judges, Magistrates, Attorneys, Court Personnel, and the public
- Ability to present a positive impression to the public both as an individual and as a representative of the Court
- Ability to learn tasks quickly, strong organizational skills, accountable and timely
- Ability to multi-task effectively with attention to detail
- Demonstrate a willingness and ability to remain calm when confronted with stressful situations and/or high conflict parties
- Knowledge of and/or the capability to learn the dynamics of domestic violence and coercive control
- 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
- Able 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:

- Bachelor's degree or higher, preferred or Associate degree from an accredited college or university
- A degree in Paralegal Studies, Business/Public Administration, or related fields, preferred

EXPERIENCE:

- Experience working effectively with diverse populations with an understanding of the challenges faced by self-represented litigants and the public generally
- Experience in customer service or a related field
- Experience performing paralegal and/or administrative duties in a legal office or court setting, preferred

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.

WORKING ENVIRONMENT:

Office environment is comprised of a professional, technical, and computer-friendly fast-paced atmosphere. This role routinely uses standard office equipment such as computers, telephones, photocopiers, filing cabinets, fax machines, and other general office equipment.

APPLICATION REQUIREMENTS:

The Cuyahoga County Domestic Relations Court requires a background check and proof of education prior to employment.

Applicants must submit application, letter of interest, and 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