



# Customer Service Specialist

Department: Domestic Relations

Revised: March 2026

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## DESCRIPTION

This is clerical work at a moderately complex level. Work involves a variety of clerical duties that are technical in nature. This position involves direct telephone contact as well as face-to-face interaction with Domestic Relations clients to provide appropriate requested services.

## SPECIFIC DUTIES

### CUSTOMER SERVICE CLERK:

- Answer client and other party telephone calls.
- Provide adequate responses and requests for information or routing calls to appropriate staff and messaging system. Be comfortable speaking with the public regarding general office procedures.
- Scheduling Clerk - Use the ePACSES (PA Child Support Enforcement System) to schedule all Domestic Relations Office's paternity matters, conferences and hearings for officers. Schedule Family Court Hearings and Contempt Hearings on the Court Scheduling software.
- Schedule all paternity actions, perform genetic testing, and complete all required processes as mandated by the State contracted lab.
- Scan/ Index all office paperwork and over-the-counter payments properly into Image Trust so an accurate case folder is maintained in ePACSES.
- Process and maintain daily financial payments/ reports and prepare the daily bank deposit.
- Process all Court orders, Petitions to Modify, Bench Warrants, Warrant Vacates, and other office documents properly per office practices.
- Maintain internal office records as needed to accurately track multiple case processes, etc.
- Provide coverage and back-up as needed for the Front Desk Receptionist.
- Other job-related duties as assigned by a supervisor.

## SUPERVISORY RESPONSIBILITIES

None

## WORKING CONDITIONS

Normal office surroundings.

HOURS: Monday – Friday 8:30am – 5:00pm

## JOB QUALIFICATIONS:

- High school diploma or equivalent required; formal post-high school training or associate degree in related field preferred but not required
- Minimum of two years of related experience

- Ability to use Microsoft Word 2010, Microsoft Excel 2010, and all other office software with minimal training.
- Ability to effectively relate to and work with the general public and associates in a professional manner.
- Ability to understand and carry out moderately complex oral and written instructions and compile clear, concise routine reports with limited instructions.
- Ability to read and comprehend Court orders and office documents.
- Knowledge of the functions, procedures, and governing laws and regulations of the Domestic Relations Office.
- Commitment to demonstrating conduct that inspires public confidence and trust in the Courts, preserves the integrity of the Court system, and reflects a commitment to serving the public.
- Compliance with the Code of Conduct for Employees of the Unified Judicial System of Pennsylvania and the Unified Judicial System of Pennsylvania Policy on Non-Discrimination and Equal Employment Opportunity.
- Ability to work as independently with minimal supervision as well as part of a team.
- Ability to multi-task and adapt to changes in office procedures

### **Company Description**

County of Lycoming is a county in the U.S. Commonwealth of Pennsylvania and comprises the Williamsport Metropolitan Area. Lycoming is Pennsylvania's largest county by area and is a great place to live and work, offering outdoor adventures, history and culture, and sporting events.

Providing quality customer service to our citizens, business owners and visitors is County of Lycoming's top priority and that starts with our employees.

We offer an award-winning comprehensive benefits package, including generous paid holidays and vacation, a deferred benefit retirement plan, deferred compensation retirement plan availability, affordable medical and dental coverage, innovative wellness programs, extensive professional development opportunities, and more.

### **County of Lycoming is an Equal Opportunity Employer**

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