



# Judicial Council of Georgia Administrative Office of the Courts

## JOB ANNOUNCEMENT

### Customer Support Specialist

**Recruitment Period:** Submit resume by **June 13, 2022**

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

**FLSA Status:** Non-Exempt

**Salary:** \$35,000.08 – \$40,000.00

**Position Location:** Remote position,  
with occasional office rotation

### Job Summary

State judicial branch agency seeks an energetic professional Customer Support Specialist to perform a diverse set of activities relating to the certification, registration, and licensing of court professionals and officials through the Georgia Courts Registrar. The Specialist will serve with a dynamic team working to provide technical and customer service support, act as an application administrator, and interface with Office of Court Professional program staff and affiliated agencies to ensure a high level of customer satisfaction and accuracy. The Specialist interacts with judges, attorneys, court professionals, and other stakeholders. Flexible work arrangements, developmental training, and room for advancement available. Persons with superior soft skills and a passion for providing stellar customer service are encouraged to apply. Remote and flexible work schedule options are available.

### Job Duties and Responsibilities:

- Serves as initial point of contact for external Registrar customers, responding to questions, guiding customers in using the Registrar, troubleshooting problems, and providing accurate basic information regarding certification requirements.
- Provides telephone, email, and occasional in-person support that is responsive to customer needs while minimizing customer wait time in accordance with Division service level agreements.
- Records pertinent information about support calls into service tracking system to document performance and formulate database for management, notifying division management about technical and administrative issues.
- As needed, provides support to the Director's Division and other offices through: routine administrative support, paralegal work, complaint material assembly and dissemination, and information summaries.
- Reviews and enters registrar data entries to register, confirm, and approve profile, questionnaire, certification events, continuing education, and payment information according to established business rules.
- Transmits and monitors automated and manual email communications to assist users in completion of registration and certification and regularly checks dashboard and other tools to identify user status and needs.

### Minimum Qualifications:

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- High school diploma or GED and six months of experience handling customer's questions, complaints, and providing information.
- Proficiency in the Microsoft Office suite and Adobe Acrobat.
- Possession of a valid Georgia Driver's License and ability to operate an automobile.
- Ability to satisfactorily complete a criminal background check.

### **Preferred Qualifications**

- Knowledge of Georgia court system.
- At least two years' experience working in a call center or customer service work environment.

### **Technical Competencies**

- Ability to provide excellent customer service.
- Ability to listen, understand, and exchange information clearly and concisely.
- Ability to communicate effectively, both orally and in writing.
- Ability to identify and maintain appropriate logs/records of activities.
- Ability to research information in computer databases.
- Ability to identify customer's root issues and provide a satisfactory resolution.
- Ability to work independently and in a collaborative, team environment.

### **To apply:**

Applicants must submit a resume to [resume@georgiacourts.gov](mailto:resume@georgiacourts.gov) by close of business **June 13, 2022**. This position is subject to close at any time once a satisfactory applicant pool has been established.

Subject line **MUST** include: **Customer Support Specialist**

### **Additional Information:**

The selected candidate will be required to pass a background investigation as a condition of employment. The selected candidate will be required to pass a background investigation as a condition of employment. Items that may be examined in a background check include but are not limited to criminal records, fingerprint records, education records, past employers, state licensing/certification records, and driving records.

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

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[resume@georgiacourts.gov](mailto:resume@georgiacourts.gov) or call 404-463-0638. The JC/AOC will attempt to meet reasonable accommodation requests whenever possible.