
Saginaw County Circuit Court

Employment Opportunity

Part-time contract position (non-union)

Part-Time Navigator for Legal Self-Help Center

Job Title: Part-Time Contractual Navigator for Legal Self-Help Center (SHC)

Location: Saginaw County Courthouse, 111 S. Michigan Ave., Saginaw, MI 48602

Hours: up to 25 hours per week (hours flexible based on needs)

Compensation: \$20 per hour

How to Apply

Send cover letter and resume to:

- **Mail:** Mike Yelsik, Circuit Court Administrator, Saginaw County Circuit Court, 111 South Michigan, 4th Floor, Saginaw, Michigan, 48602

Or

- **Email:** myelsik@saginawcounty.com

Deadline to apply: October 18, 2024

Position Overview:

The SHC Navigator is a part-time, contractual position designed to assist the public with navigating the Michigan Legal Help website and providing support to visitors at the Saginaw County Courthouse Legal Self-Help Center. The Navigator plays a key role in offering legal information, answering basic questions about court procedures, providing basic information about community services available, and coordinating services, but **does not provide legal advice**. The Navigator ensures that visitors have the resources they need to complete legal forms and understand basic court processes.

Responsibilities:

- Assist visitors in using the Michigan Legal Help website to access legal information and court forms.
- Answer basic questions about court procedures, forms, and processes while ensuring not to provide legal advice.
- Welcome and direct visitors to appropriate resources within the Self-Help Center.
- Stock and maintain resource materials, including printed legal forms and informational brochures.
- Coordinate services and provide referrals to appropriate legal and non-legal assistance when needed.
- Track and document daily visitor interactions and inquiries to ensure efficient service delivery.
- Maintain a clean, organized, and professional environment within the Self-Help Center.
- Ensure availability during SHC operating hours and collaborate with SHC staff to address visitor needs.

Qualifications:

- High school diploma or equivalent
- Strong customer service skills and the ability to communicate clearly with the public.
- Experience in a legal or courthouse setting is preferred, but not required.
- Comfort with computer systems and websites, particularly in helping others navigate online resources.
- Ability to maintain confidentiality and act professionally at all times.
- Willingness to work independently and in coordination with SHC supervision.

Key Competencies:

- **Communication:** Ability to interact effectively with the public while clearly explaining available services.
- **Attention to Detail:** Ensuring accurate information and resources are provided.
- **Problem-Solving:** Ability to guide visitors through challenges without crossing into legal advice.
- **Professionalism:** Maintaining a courteous, helpful demeanor while working in a busy courthouse environment.