



CUSTOMER SERVICE CLERK

Deadline for Submission of Applications is August 25, 2017

Title: Records Clerk
Brevard Clerk of Court
Department: Customer Service
Salary Range: \$10.00 - \$13.50 per hour
FLSA Classification: Full-time

Please contact Human Resources @ 321-637-2005 if you have any questions about the position.

Customer Service Clerk

This position is a Customer Service Clerk position that has constant customer interaction via walk-in customers, telephone inquiries, and email inquiries. The position could be located in for our Viera, Melbourne or Palm Bay office.

Examples of Work Performed:

- Assisting customers with both walk-in and mail-in civil and recording transactions, including
 - Recording
 - Filing new civil cases and processing related documents and activities.
 - Adding reopen pleadings, such as miscellaneous Motions, for civil case types
 - Filing and preparing pleadings
- Assisting customers with traffic, criminal, non-criminal infraction, and juvenile related transactions and inquiries, including performing research, data entry, receipting funds, and updating calendar activities.
- Collecting Child Support payments
- Preparing a daily deposit
- Maintaining a balanced cash drawer
- Keeping self-apprised of changes in policy, procedure, and law and applying these changes to related tasks
- Other duties as assigned

Knowledge, Skills, and Abilities:

Include but not limited to:

- Excellent customer service skills
- Ability to work independently or with minimal supervision after training occurs
- Ability to establish and maintain effective working relationships, including building positive morale amongst team members
- Ability to communicate clearly and informatively, including communicating complex procedures in a clear, concise, and logical manner

- Ability to demonstrate sound and accurate judgment
- Ability to monitor own work for accuracy
- Ability to organize and file materials
- Ability to react well under pressure
- Ability to effectively deal with changes, delays, or unexpected events
- Ability to interpret and follow procedures and instructions
- Knowledge of the staff handbooks
- Ability to understand and apply applicable legal authorities after training occurs
- Ability to maintain established time standards
- Knowledge of basic arithmetic
- Ability to post, balance, and reconcile financial records

Minimum Qualifications

- High school diploma or equivalent required
- Clerical or data entry experience helpful
- Frequent customer interaction
- Ability to work 8:00 a.m. to 5:00 p.m. Monday through Friday

APPLICATION PROCESS:

Interested candidates should submit an employment application and resume via email to Human Resources at HR@Brevardclerk.us or may mail it to Human Resources, P. O. Box 999, Titusville, Florida, 32781-0999.

Employment applications may be printed and submitted from our website at www.brevardclerk.us.

Brevard Clerk of Court is an Equal Opportunity Employer and a Drug Free Workplace.