

Call Center Clerk I

Deadline for Submission of Applications is December 20, 2019

Job Title: Information Specialist

Brevard Clerk of Court

Location: Titusville

Salary Range: \$10.00 - \$13.50 per hour-depending on experience and education

FLSA Classification: Non-exempt/Full-time

NATURE OF WORK:

This is complex specialized clerical work which involves research and assisting customers with questions regarding directions to the various court locations, fines, fees, court findings, and other information on a variety of legal documents, in accordance with Florida Statutes, Rules of Court and other pertinent authorities, performed in an automated work environment. A strong knowledge of departmental policies and procedures is required to handle problems or difficult customer contacts. Decisions are made within established guidelines and procedures.

MINIMUM QUALIFICATION REQUIREMENTS:

- Two year customer service in a/or court related work environment; or
- An equivalent combination of education, training and/or experience.

ILLUSTRATIVE TASKS (These are examples and are not all inclusive.):

EXAMPLES OF WORK PERFORMED:

(Note: The examples of work as listed in this class specification are not necessarily descriptive of any one position in the class. The omission of specific statements does not preclude management from assigning specific duties not listed herein if such duties are a logical assignment to the position. Examples of work performed are not to be used for allocation purposes.)

Determines specific type of information required and researches computer data bases and other types of files to provide such information to the requesting party.

Directs or transfers individuals or agencies to the proper person, department or agency when unable to answer inquiries, or to connect to the proper person or office.

Assists individuals in self-help methods for researching computer data bases and other types of files to gather information.

Provides information about procedures for searching, filing, retrieving, or copying various court documents, and the associated fees.

Operates various types of office equipment such as telephone, computer, facsimile machine, copy machine and microfilm reader/printer as required by the work being performed.

KNOWLEDGE, SKILLS AND ABILITIES:

(Note: The knowledge, skills and abilities (KSA's) identified in this class specification represent those needed to perform the duties of this class.)

Knowledge of the techniques of effective verbal communication.

Knowledge of the techniques for effectively dealing with people, including irate or upset individuals.

Knowledge of telephone etiquette in an office environment.

General knowledge of the various functions of the Clerk's operations.

Ability to speak clearly and correctly.

Ability to listen effectively.

Ability to follow verbal and written instructions.

Ability to handle telephone inquiries and provide requested information in a fast, courteous, and efficient manner.

Ability to locate information that is filed alphabetically, numerically or chronologically.

Ability to learn and/or operate office equipment within the work area, and as required by the job.

Ability to establish and maintain effective working relationships with others.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Ability to add traffic citations.

MINIMUM QUALIFICATIONS:

A high school diploma or equivalent and one year clerical experience in court or real estate related work.

APPLICATION PROCESS:

Applications may be printed from our website at www.brevardclerk.us. 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, FL., 32781-0999.

Contact Mary Anne Horner @ 321-637-6513 for additional information about this position.

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