

Melbourne Customer Service Clerk

This position is a part-time Customer Service Clerk position that has constant customer interaction via walk-in customers, telephone inquiries, and email inquiries.

Examples of Work Performed:

- Assisting customers with both walk-in and mail-in civil and recording transactions, including
 - Recording
 - Marriage Licenses
 - Passports
 - Filing new civil cases and processing related documents and activities.
 - Adding reopen pleadings, such as miscellaneous Motions, for civil case types
 - Filing, preparing, and distributing 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
- Assisting other departmental teams during lulls in adding traffic citations and new eportal cases
- 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

Job Requirements

- 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

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

Candidates interested in this position should complete an application and submit it along with a current resume to HR@brevardclerk.us.