

Call Center Information Specialist
Location: Titusville, FL
Position: Full time, hourly
Starting Salary: \$14.00/hour
Hours of Operation: Monday – Friday, 8:00 a.m. – 5:00 p.m.

SUMMARY DESCRIPTION:

The Call Center answers all incoming calls and provides various types of court-related and official records information to public and private individuals and agencies. Questions include, but are not limited to issues related to court dates; criminal, traffic, civil, small claims, eviction, unlawful detainer, foreclosure, tax deed, family/domestic, injunctions, child support, probate, guardianship, and mental health cases; e-Filing; marriage licenses; recording; land records; and jury duty.

EXAMPLES OF WORK PERFORMED:

(Note: These examples are intended only as illustrations of the various types of work performed in positions allocated to this class. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Determine specific type of information required and research computer databases and other types of files to provide information to the requesting party.
- Direct or transfer individuals or agencies to the proper person, department or agency when unable to answer inquiries or connect to the proper person or office.
- Assist individuals in self-help methods for researching computer databases and other types of files to gather information.
- Provide information about procedures for searching, filing, retrieving, or copying various court documents, and the associated fees.
- Process and schedule diverse court dates.
- Process various completion certificates.
- Update final determination of court cases.
- Process payments for a variety of actions.
- Lock and unlock evidence.
- Operate various types of office equipment such as telephones, computers, facsimile machines, and copy machines as required.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of the techniques for effectively dealing with people, including irate or upset individuals.
- Knowledge of telephone etiquette in an office environment.
- Ability to listen effectively.
- Ability to handle telephone inquiries and provide requested information in a fast, courteous, and efficient manner.

- Displays respectful, professional behavior at all times
- Basic knowledge of Microsoft Office Suites
- Positive, helpful attitude toward customers, including the ability to speak clearly and convey information accurately
- Knowledge of office procedures and practices
- Ability to utilize office equipment, including but not limited to fax machine, computer, copier, telephone, and document scanner
- Ability to perform accurate data entry into multiple computer applications, including monitoring own work to ensure quality
- Ability to complete assigned tasks in a timely manner
- Ability to review and understand court orders to update the case maintenance system
- Ability to perform basic arithmetical calculations
- Ability to organize and file materials.
- Ability to review records/data for accuracy and completeness
- Ability to communicate effectively verbally and in writing
- Ability to follow written and oral procedures
- Ability to work in a fluid & changing environment, including prioritizing and organizing daily assignments
- Ability to establish and maintain effective working relationships with others
- Ability to understand and apply applicable rules, regulations, policies and procedures

MINIMUM QUALIFICATIONS:

A high school diploma or its equivalent is required. Clerical experience and/or court-related or customer service experience is preferred, but not required.

BENEFITS AND PERKS:

- Health, dental, and vision insurance
- Retirement through the Florida Retirement System, including employer contributions
- Income investment opportunities (deferred compensation, Empower)
- Employer paid life insurance
- Optional supplemental life insurance
- Employer paid short-term disability
- Optional long-term disability
- 6 Hours of paid time off earned per pay period
- Employee Wellness programs (walking clubs, yoga, workout facilities, Zumba, and more)
- Employee Assistance Program (resources, webinars, emotional wellbeing, personal growth, relationships, financial, legal, addiction, mindfulness, and health services)
- Training and development opportunities
- Flexible schedules
- Education reimbursement
- 11 paid holidays
- Paid jury duty

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 ApplicationsHR@brevardclerk.us or may mail it to Human Resources, P. O. Box 999, Titusville, FL, 32781-0999. Brevard Clerk of Court is an Equal Opportunity Employer and employment selection decisions are based on merit, qualifications, and abilities. Brevard Clerk does not discriminate in employment opportunities or practices on the basis of: race, color, religion, gender, national origin, age, sexual orientation, gender identity, disability, veteran status, or any other characteristic protected by country, regional, or local law.