

CLASS TITLE: INFORMATION SPECIALIST

Title: Information Specialist

Brevard County Clerk of Court

Salary Range: \$14.00 - \$18.50 per hour

FLSA Classification: Non-exempt/Full-time

Full-time Clerk of Court employees are eligible for:

Health insurance

Tuition Reimbursement

FRS Retirement

18 sick/vacation days per year

11 paid holidays per year

GENERAL JOB 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, court dates, traffic citations; criminal, 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:

- 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 of the techniques of effective verbal communication.
- Knowledge of telephone etiquette in an office environment.

KNOWLEDGE, SKILLS, AND ABILITIES:

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

- General knowledge of the various functions of the Clerk's operations.
- Ability to speak clearly and with accuracy.
- 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 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.
- Ability to perform basic mathematical calculations.

MINIMUM QUALIFICATIONS:

A high school diploma or its equivalent is required. Clerical experience and/or court-related or customer service experience desired.

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 by mail to Human Resources, P. O. Box 999, Titusville, FL, 32781-0999.

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