

Customer Service Clerk

Position: Full time, hourly

Location: Viera/Melbourne

Starting Salary: \$14.00/hour

Hours of Operation: Monday – Friday, 8:00 a.m. – 5:00 p.m.

This position is a Customer Service Clerk position that has constant customer interaction via walk-in customers, telephone inquiries, and email inquiries. This is a highly skilled position requiring the employee to assist customers with various types of court-related and official records information. Transactions include but are not limited to issues related to criminal, traffic, civil, family, probate, and mental health cases; court dates; marriage licenses, recording, land records, and passports; 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.)

- Processes payments for civil, criminal, and other types of fees due the Clerk, including establishing and enrolling customers in payment plans
- Processes applications for marriage licenses, issues licenses, and performs marriage ceremonies
- Processes requests for passports on behalf of the U.S. Department of State
- Receives documents for recording in the Official Records
- Enters and updates information in the Clerk's case maintenance system and other systems
- Calendars court dates as needed depending on type of action
- Receives, processes, and files pleadings for all types of civil and criminal cases
- Issues documents for all types of civil and criminal cases
- Occasionally works in the Statewide E-filing Portal accepting and filing pleadings and new cases
- Occasionally provides research assistance with customer inquiries
- Receives and receipts payments for all types of financial obligations
- Assists other departmental teams during lulls in customer traffic
- Prepares a daily deposit, including maintaining a balanced cash drawer
- Keeps 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 the following:

- Knowledge of effective communication in a customer service environment, including the ability to communicate with respect and professionalism
- Ability to listen effectively
- Ability to explain complex procedures in a clear, concise, and logical manner
- Ability to establish and maintain effective working relationships, including building positive morale amongst team members
- Ability to react well under pressure
- Ability to effectively deal with changes, delays, or unexpected events
- Ability to interpret and follow procedures and instructions
- Ability to demonstrate sound and accurate judgment
- Ability to perform accurate data entry into multiple computer applications, including monitoring own work to ensure quality and adherence to time standards
- Ability to review records/data for accuracy and completeness
- Ability to work independently or with minimal supervision after training occurs
- Basic knowledge of Microsoft Office Suites
- Ability to utilize office equipment, including but not limited to fax machine, computer, copier, telephone, and document scanner
- Knowledge of the staff handbooks
- Ability to understand and apply applicable rules, regulations, policies and procedures
- Ability to maintain established time standards
- Knowledge of basic arithmetic
- Ability to post, balance, and reconcile financial records

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.