

Pro Se Records Clerk

Position: Full time, hourly

Location: Viera

Salary Range: \$15.00 - \$19.50/hour

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

SUMMARY DESCRIPTION

Specializes in family law and has direct contact with litigants. This position differs from an Attorney whose primary duties are to perform legal research and give legal advice. The Pro Se Dept. is responsible for providing procedural services to litigants not represented by counsel. Incumbents facilitate and expedite family law program services such as providing assistance in completing court forms and providing educational materials, as well as other services related to Family Law proceedings, without representing any party or creating attorney-client relationships.

EXAMPLES OF WORK PERFORMED:

(**Note:** This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills. The duties and responsibilities in this job description may be subject to change at any time due to reasonable accommodation or other reasons.)

Provides litigants with information for obtaining forms to modify and/or enforce custody, child support, spousal support, or visitation previously ordered by the courts.

Directs customers to proper source to obtain court forms, appropriate brochures and information packets. Answers questions and educate potential self-represented litigants about materials and resources available.

Answers procedural questions and educates potential self-represented litigants regarding materials and resources available.

Provides procedural information for completing divorce, paternity, name change, stepparent adoption, modification, child support, or other court forms.

Answers questions on preparation of child support worksheets based upon statutory guidelines.

Handles daily correspondence by mail and e-mail.

Prepares information and referrals as appropriate.

Provides information about Lawyer Referral Service and other available legal services, mediation services and appropriate community resources and services.

Keeps statistics regarding contacts (telephone or appointment) and files monthly reports.

Updates packets and packet instructions relative to new forms generated by the Supreme Court of Florida.

Ensures Branch offices receive packet updates.

Performs other duties as required.

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 interpersonal skills using tact, patience and courtesy.

Skill in communicating effectively both orally and in writing with tact and diplomacy.

Ability to communicate effectively with different types of people.

Ability to handle and manage money accurately.

Ability to work independently.

Ability to answer phone, make recommendations, and follow up with information as necessary.

Ability to effectively use a computer.

Ability to give and receive information and feedback in order to provide a more complete result.

Ability to demonstrate respect for and awareness of others, good judgment in responding to conflict, and flexibility to adapt to changes in one's work environment.

Ability to understand and anticipate customer wants and resolve customer needs.

MINIMUM QUALIFICATIONS:

Bachelor's degree or equivalent from four-year college or university; or three years related experience and/or training; or equivalent combination of education and experience.