

Traffic Infraction Hearing Clerk

Position: Full time, hourly

Location: Titusville

Starting Salary: \$14.00/hour

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

This position is a Traffic Infraction Hearing Clerk position in the Titusville Customer Service Department. This role has frequent customer interaction via email, telephone, and occasional walk-in customers. This is a skilled position requiring the employee to assist both external and internal customers with scheduling and managing infraction hearings.

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.)

- Maintains the infraction hearing dockets, including scheduling, continuances, and cancellations
- Processes documentation, including docketing and issuing related notices and subpoenas
- Reviews digital infraction hearing dockets and transmitting the docket to the court clerks
- Assisting internal and external customers with infraction hearing related questions
- Corresponds with judges and hearing officers and acting on any judicial directives from these entities
- Coordinates and creates quarterly hearing calendars for judges and hearing officers
- Enters and updates information in the Clerk's case maintenance system and other systems
- Occasionally provides research assistance with customer inquiries
- Assists other departmental teams during lulls in team assignments
- 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.