



ANGELA VICK

CLERK OF THE CIRCUIT COURT AND COMPTROLLER
CITRUS COUNTY, FLORIDA

Clerk of the County Court
Recorder of Deeds
Clerk and Accountant of the Board of County Commissioners
Custodian of County Funds
County Auditor

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Accepting Applications for Open Position: Criminal Processing and Courtroom Clerk

OPEN DATE: 6/22/2017

CLOSING DATE: Open until filled

BEGINNING PAY RATE: \$12.72 per hour

BENEFITS AVAILABLE: Employee Health Insurance Plan Provided, Dependent Plan Available, Health Insurance Includes a Prescription Plan. Employee Dental Insurance Plan Provided, Dependent Plan Available, Employee Life Insurance of \$20,000 Provided, Dependent Life Insurance Available, Florida Retirement Contribution, Long Term Disability, 11 Paid Holidays Per Year, Paid Leave Time, Paid Flex Time, Direct Deposit, Deferred Compensation Available, Roth IRA Contribution by Employee Available through Payroll Deduction, Recognition Programs, and Opportunity for Advancement.

Applications may be submitted on-line at www.clerk.citrus.fl.us

GENERAL DESCRIPTION OF POSITION

Performs a variety of advanced clerical and courtroom duties within an assigned area of responsibility that relates to the processing and maintenance of records and other courtroom clerk responsibilities according to set departmental procedures. Work product in this area is for felony, misdemeanor, and criminal traffic case types. Deputy clerks accurately input case information into the case management system from paperwork or from electronic documents filed, attends court proceedings, responsible for evidence retention, jury administration, and professional interaction with Judges and other court personnel. Strong attention to detail and accuracy, excellent customer service, professionalism, and public speaking are required. One year of relevant work experience required (two years preferred); including, but not limited to, a Clerk's office, governmental entity, legal or similar environment. This class reports directly to the Manager, Director, or Chief of the department and follows the Clerk's standard operating procedures and policies. Accountable for assisting the Clerk of the Circuit Court and Comptroller (Clerk) in achieving the objectives of the organization.

ESSENTIAL DUTIES OF RESPONSIBILITIES:

The tasks listed below represent essential job functions and excludes the marginal functions of the position that are incidental to the performance of essential job duties. Clerk may assign additional responsibilities related to the type of work as necessary.

- Ability to distinguish between divisions and document types
 - Ability to travel to external locations on a weekly basis or as necessary
 - Ability to work as a team member
 - Accurately loads cases in case management system assigning a case number
 - Accurately tracks files in the Case Management System when applicable
 - Accurately verify and validate data of imaged court documents
 - Acts as a back-up in processing incoming and outgoing mail
 - Adheres to and follows all statutory requirements as it pertains to confidential records; validates and redacts documents consistently and accurately
 - Conducts quality control checks on scanned documents; recognize and correct scanning errors, and ensure that all documents are legible
 - Delivers world class customer service by telephone, emails and in person
 - Forwards orders and documents to the judiciary for signature
 - Interacts with customers and stakeholders in a professional manner
 - Maintains highly confidential information and understands what information is public record
 - Performs searches by name, case type and case number
 - Processes orders/judgments to close cases in the case management system
 - Requires dependability and punctuality
 - Shares information with team and provides management and others with relevant information on a timely basis
 - Understand and use the software required to perform duties in area of responsibility
 - Updates and makes necessary changes from court orders and other documents within the assigned area
 - Utilizes, inquires and extracts information from the case management system
 - Teach, demonstrate, or by other methods pass on knowledge to others
 - Assists and/or prepares electronic files for court for assigned area of responsibility
 - Assist as needed cross-departmentally within level of job knowledge
 - Responsible for the accurate maintenance of retention for documents in assigned work area
 - Ability to identify HOT items and forward to the judiciary for immediate processing
 - Ability to work under levels of stress while producing accurate work and maintaining a professional demeanor
 - Accurately perform data entry, typing of correspondence, producing copies, and other office tasks within established performance standards
 - Propose and establish practices and/or procedures that work towards the continuous improvement of process
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- Responds to inquiries in person and by telephone from the public and other agencies
- Add/Process bonds
- Ability to communicate knowledge of statutory processes to customers
- Ability to communicate the knowledge of statutory requirements to Judiciary and external customers
- Ability to work as a team member with minimal supervision
- Accurately performs extensive data entry, typing of correspondence, producing copies, and other office tasks
- Oversees and creates division reports
- Processes all pleadings for assigned area of responsibility
- Promotes an atmosphere where team members feel comfortable sharing and discussing ideas; promotes an open minded, innovative environment
- Requires a schedule with potential for after hours or weekend flexibility
- May be required to attend and clerk court hearings and trials
- Accurately tracks original documents between judiciary and the Clerk's office
- Responsible for developing, reviewing, and updating Standard Operating Procedures
- Complies with Courtroom Clerk Addendum if applicable

ESSENTIAL EXPECTATIONS OF PERFORMANCE:

These are essential expectations while performing the duties and responsibilities of the Deputy Clerk's position. These expectations are not all inclusive and can be modified at any time by the Clerk.

- Understand, support, and demonstrate organizational culture, and requires adherence to the Clerk's Policies and Guidelines, Mission, Vision and Balanced Scorecard initiatives. Aligns actions with organization culture (values).
 - Uphold the highest level of professionalism in all conduct and interaction with internal and external customers.
 - Shares information with team and provides management and others with relevant information on a timely basis.
 - Actively participate in and/or lead staff meetings, focus groups, and/or projects with co-workers and leadership.
 - Complete and prioritize tasks within assigned area of responsibility accurately, according to established standard operating procedures, performance measures, and in compliance with governing laws.
 - Propose and/or assist in development of process improvement ideas to increase operational efficiency and enhance customer service.
 - Communicate relevant information to leadership regarding updates and changes to standard operating procedures.
 - Provide excellent customer service to internal and external customers.
 - Acts as a representative of the Clerk; demonstrate discretion and ethical conduct at all times.
 - Consistent and predictable attendance.
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- Provide organizational support through performance of various operational tasks and follow established procedures.
- Proficient in various assignment related computer software programs.
- Perform other related duties as assigned by leadership.
- Produce accurate work and maintain a professional manner.
- May be expected to temporarily perform duties outside of normal classification in the event of a declared emergency.

Knowledge

Data Involvement — Summarizes, tabulates, or formats data or information in accordance with a prescribed schema or plan to facilitate the identification and extraction of useful information.

Educational/Vocational Certification and Experience Requirements – High school diploma or GED required. One year of relevant work experience required (two years preferred); including, but not limited to, a Clerk's office, governmental entity, legal or similar environment.

Mathematical Requirements – proficient in arithmetic and its application.

Technology - Handles or uses machines, tools, or equipment requiring moderate instruction and experience such as computers, peripherals, scanners, copiers, word processing, spreadsheets and custom applications; multi-line phones.

Language and Sensory Requirements - Must have the ability to read and interpret documents such as court pleadings and procedures manuals. Must effectively communicate using and writing English with excellent spelling, grammar and punctuation in order to prepare reports and/or correspondence. Must be able to interpret and apply applicable laws, rules, regulations and policies. Tasks require visual perception and differentiation, as well as excellent oral and written communications ability.

Skills

People Involvement - Gives information, instruction, guidance, or assistance to people who directly facilitate task accomplishment. Frequently serves internal and external customers, attends to their requests and exchanges information.

Reasoning Requirements - Performs semi-skilled work involving standard operating procedures (SOP) and best practices utilizing logic and reasoning when encountering frequent problems. Must have the ability to effectively deal with problems and cope with customers (internal and external) in impromptu situations.

Abilities

Consequences of Mistakes - Consequences of mistakes can be moderately serious; can affect departments and divisions and also result in serious consequences to citizens (i.e. unwarranted arrests, extended time in jail, financial and legal implications, custody concerns, etc.) Loss of life could occur, but the probability is low.

Mental Requirements - Performs specialized technical or entry level professional work requiring a wide range of procedures and requiring intensive understanding of a restricted field or complete familiarity with the functions of a unit or small division of an operating agency; requires attention for accurate results; with short periods of concentration or occasional exposure to unusual pressures.

Ability to work under levels of high stress and pressure while producing accurate work and maintaining a professional manner.

Financial Authority - Has no financial authority.

Physical and Dexterity Requirements - Ability to sit or stand for extended periods of time, while concentrating on repetitious or complex tasks. Ability to work within time constraints and workload surges. Ability to work in a fast paced environment with frequent interruptions while maintaining speed and accuracy. Ability to lift up to 35-50 pounds (varies based on position). Considerable skill, adeptness, and speed in the use of fingers, hands or limbs in tasks.

Judgments and Decisions - Responsible to guide others, requiring some decision making affecting the individual, co-workers, and others whom depend on the service or product; work in a somewhat fluid environment with rules and procedures but many variations from the routine. Ability to work on assignments where common sense and good judgment are essential. Judgment is required to ensure information released to public is not legal advice, is not released without proper authorization, is in compliance with best practices, and is not confidential in nature. Ability to work with and maintain confidential and/or sensitive records, and comply with legal advice restrictions for the Clerk & Comptroller's office as well as state and federal guidelines.

Environmental Factors – Tasks are performed without consistent exposure to hazardous environmental conditions. However, tasks may require compliance with safe handling of potentially hazardous materials, including but not limited to; court evidence, mail and packages received, microfilm chemicals, and aged records. Tasks require performance in a public environment with limited control over environmental exposure. Tasks could involve exposure to confidential, sensitive, and graphic images or information that must be safeguarded. All employees must promote a professional image to customers and have the ability to readily adapt to changes as business needs dictate.

ADA COMPLIANCE

The Citrus County Clerk of the Court and Comptroller is an Equal Opportunity Employer. ADA requires the Clerk to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

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AND COMPTROLLER

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