



## **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: [Customer Service Clerk II]**

**OPEN DATE: 06/23/2017**

**CLOSING DATE: Open until filled**

**BEGINNING PAY RATE: 11.59/Hour**

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**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](http://www.clerk.citrus.fl.us)*

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#### **GENERAL DESCRIPTION OF POSITION**

Performs a variety of intermediate clerical duties within an assigned area of responsibility that relates to the processing and maintenance of records and works according to set departmental procedures. Customer service skills and strong attention to detail are required. Accountable for assisting the Clerk of the Circuit Court and Comptroller (Clerk) in achieving the objectives of the organization. This class reports directly to the Manager, Director, or Chief of the department and follows the Clerk's standard operating procedures and policies.

#### **ESSENTIAL DUTIES 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.
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- Shares information with team and provides management and others with relevant information on a timely basis.
- Actively participate in 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 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.
- 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.

#### **ESSENTIAL EXPECTATIONS 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 work as a team member
  - Contribute to the conservation of resources by managing interruptions of coworkers and leadership
  - Initiate and close cases in the case management system
  - Accurately track files in the case management system when applicable
  - Understand the rules for confidentiality and redact information accordingly
  - Deliver world-class customer service by telephone, emails and in person
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- Ability to resolve customer complaints/problems and answer inquiries all in accordance with existing statutory limits
  - Perform searches by name, case type, and case number
  - Accept and accurately process payments in person or online within multiple case management systems involving court case fees or fines, copy work, cash bonds and Real Auction
  - Increase knowledge by observing others and asking questions
  - In partnership with the trainer and manager, keep the training plan up-to-date and process all tasks in which have been signed off on
  - Accurately perform data entry, typing of correspondence, producing copies, and other office tasks within the department
  - Accurately record activity performed for RMS purposes as assigned
  - Respond to inquiries in person and by telephone from the public and other agencies
  - Provide customers instruction on the internet-based services, including but not limited to, Official Records, SCORSS and online payments
  - Contribute to a positive, open-minded, innovative atmosphere and shares/discusses ideas; offer suggestions for the improvement of processes
  - Interact with customers and stakeholders in a professional manner
  - Act as primary in processing incoming mail
  - Process incoming documents for distribution within the departments
  - Adhere to all statutory requirements as it pertains to confidential records; validate and redact documents consistently and accurately
  - Maintain highly confidential information and understand what information is public record
  - Conduct quality control checks on scanned documents; recognize and correct scanning errors, and ensure all documents are legible
  - Ability to identify HOT items and mark them as HOT
  - Ability to work under levels of stress while producing accurate work and maintaining a professional demeanor
  - Ability to remain neutral during customer interactions; refrain from giving legal opinions
  - Required to utilize and assist in the development and maintenance of Standard Operating Procedures
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## **Knowledge**

**Data Involvement** - Copies, transcribes, enters, or posts data or information; compares or inspects items against a standard; Computes or performs arithmetic operations.

**Educational/Vocational Certification and Experience Requirements** – High school diploma or GED required. Six months of relevant work experience is required (one year 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** - 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 clerical, manual, or technical tasks prescribed by standard practices but which may require computation, the use of several procedures, and the use of independent judgments with obvious choices; requires attention for accurate results. 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

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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** – 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. We abide by and enforce the provisions of Title VII of the 1964 Civil Rights Act, the Age discrimination in Employment Act, Chapter 760 of the Florida Statutes, the American with Disabilities Act, and all other Equal Employment Opportunity laws and regulations. This office does not discriminate or make adverse employment decisions on the basis of race, color, age, religion, national origin, sex, marital status, disability, status as a veteran, or any other category prohibited by law. ADA requires the Clerk to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

#### **Veteran's Preference**

Veteran's preference will be given to eligible veterans and their spouses in accordance with Chapter 295 of the Florida Statutes.

#### **E-Verify**

The Citrus County Clerk of the Court and Comptroller participates in E-Verify. Federal law requires all employers to verify the identity and employment eligibility of all persons hired to work in the United States.

ANGELA VICK, CLERK OF THE CIRCUIT COURT  
AND COMPTROLLER

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