

**OFFICE OF THE CLERK OF CIRCUIT COURT & COMPTROLLER
SEMINOLE COUNTY, FLORIDA
POSITION DESCRIPTION**

JOB TITLE: Criminal Call Center - Part Time

POSITION NO.: E18-37

SALARY RANGE PER HOUR: \$10.00 - \$15.00, based on qualifications

HOURS: Varies / 28 hours per week

JOB SUMMARY:

Under the direction of the Team Leader or designee, provides customer service by monitoring and answering incoming phone calls as well as other miscellaneous and ancillary duties. This position is classified as non-exempt from the overtime provisions of the Fair Labor Standards Act.

ESSENTIAL DUTIES:

- Provides information to customers.
- Assists the front counter as needed, including the processing and filing of traffic citations.
- Performs other duties of a similar nature/level.

MINIMUM QUALIFICATIONS:

- High school diploma or its equivalent (G.E.D.).
- One year of related clerical experience.
- Must be able to type a minimum of 35 correct words per minute.
- Must be able to multi task
- Must possess good customer service skills
- Valid Florida Driver's license

An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above may be substituted.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

- Knowledge of business English grammar, spelling, and composition.
- Knowledge of business etiquette.
- Knowledge of basic accounting and statistical operations.
- Skill in organizing and prioritizing work.
- Skill in the operation of computer software and hardware sufficient to enter, retrieve, and manipulate data.
- Ability to interact professionally and maintain effective working relationships with superiors, coworkers, customers, and others.
- Ability to fluently read, interpret, speak, write, and understand the English Language.

PHYSICAL ACTIVITIES:

- Stooping, Crouching, Reaching, Standing, Walking, Pushing, Pulling, Lifting, Manual Dexterity, Grasping, Feeling, Talking, Hearing, and Repetitive Motions.

PHYSICAL REQUIREMENTS:

- Light work: Exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently and/or a negligible amount of force constantly to move objects. Physical demand requirements are in excess of those for Sedentary Work. Even though the weight lifted may be only a negligible amount, a job should be rated Light Work: (1) when it requires walking or standing to a significant degree; or (2) when it requires sitting most of the time but entails pushing and/or pulling of arm or leg controls.

VISUAL ACUITY:

- The worker is required to have close visual acuity to perform an activity, at distances close to the eyes, such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; and extensive reading.
- The worker is required to have visual acuity to determine the accuracy, neatness, and thoroughness of the work assigned.

This position description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

This position description has excluded the marginal functions of the position that are incidental to the performance of essential job duties. All duties and responsibilities are essential job functions. Requirements are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the employee will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, and abilities.

This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.