

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



JOB TITLE: Deputy Clerk, Civil Customer Care

POSITION NO.: E21-08

SALARY PER ANNUM: \$27,040 - \$45,968*

HOURS: 8:00a.m. – 5:00p.m., Monday – Friday

***Candidates who meet the minimum requirements should expect to start at the minimum of the pay band.**

JOB SUMMARY:

Under the direct supervision of the Civil Customer Care Team Leader, the Deputy Clerk is responsible for accepting payments and various documents for filing into the court file, assisting the customers at the counter in a courteous manner and any other areas of the office as needed. The incumbent may perform one or more of these functions as assigned. This position is classified as non-exempt from the overtime provisions of the Fair Labor Standards Act.

ESSENTIAL DUTIES:

- Provides cashiering services
 - Processes payments.
 - Balance/reconciles monies and prepares daily deposit records.
- Performs customer service duties
 - Assists customers, in person and through written correspondence; provides standard/detailed information concerning the work unit, may refer inquiry to proper department or agency if unable to assist.
 - May verify payment histories and provide certified copies to customers upon request.
- Performs other duties of a similar nature/level.

MINIMUM QUALIFICATIONS:

- High school diploma or its equivalent (G.E.D.).
- Must be able to type a minimum of 35 correct words per minute.
- Valid Florida Driver's License
- Previous customer service experience preferred.

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 general office procedures.
- Knowledge of business English, spelling and punctuation.
- Skill in organizing and prioritizing work.
- Skill in the operation of computer software and hardware sufficient to enter, retrieve, and manipulate data. Ability to fluently read, interpret, speak, write, and understand the English language.
- Ability to interact professionally and maintain effective working relationships with superiors, coworkers, customers, and others.
- Ability to maintain composure under pressure.

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- Skill in recognizing and diffusing dissatisfied customers.
- Fluency in the Spanish language helpful but not required.

PHYSICAL ACTIVITIES:

- Manual Dexterity, Talking, Hearing, Repetitive motions.

PHYSICAL REQUIREMENTS:

- Sedentary work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time, but may involve walking or standing for brief periods of time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

VISUAL ACUITY:

- The worker is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; and/or 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.