



Position Description

Title: Court Specialist I P/T

Position #: 795002

**Gwendolyn Marshall,
Clerk of Circuit Court**

Div./Dept.: Civil Courts/Civil Customer Service/Civil Processing

Reports to: Division Supervisor

Exempt: No

Effective Date: 05/9/2019

Salary Range: \$26,404.60 - \$39,606.90 (Annually)

Posting Period: 12/1/20 – 12/15/20

General Description:

This is an entry level clerical position in the Civil Courts Department. General duties include operation of court computer applications and databases, data input, operation of office equipment, opening and processing of incoming mail, answering customer inquiries, filing, issuing court orders, and related general office clerical activities. Employees in this department, may have to work in a phone bank processing incoming telephone calls and online chat request. Work is performed under close supervision and reviewed by observation, exception reports and sampling by a Division Supervisor.

Essential Job Duties:

Representative duties and tasks expected of a Court Specialist are listed below. The list does not include marginal tasks that are also performed but are incidental to the primary functions. 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, nor does every position allocated to the class necessarily perform every duty listed.

1. Process record requests for electronic documents, referred to as Viewable On Request (VOR).
2. Process manual Inmate record requests via mail and fax, but not limited to exemplified and/or certified copies upon request.
3. Perform research for data using a variety of computer database systems and applications, court files, paper ledger books, and archived cases on cd and/or microfilm.
4. Update court database systems and applications by scanning paper images, redaction of confidential information and image validation.
5. Provide customer service via phone and e-mail, but not limited to notifying customers of copy fees and collection of payments.
6. Prepare and provide customers with general correspondence letters relating to the following: disposition of case, back-ground checks, case retention/record destroyed, case docket print-outs, child support payment history reports, diligent search, and no record found.
7. Regular attendance is required.
8. Other duties as assigned.

Licensure or Certification Requirements:

N/A

KNOWLEDGE, SKILL, and ABILITIES:

Knowledge of general office policies and procedures. Good knowledge of business English, spelling and punctuation. Knowledge of filing systems and basic records management processes. Ability to effectively communicate, both orally and in writing. Ability to interact with the general public, judiciary and others in a professional, courteous manner. Ability to establish effective working relationships with co-workers. Advanced skills in the operation of a personal computer, scanner and printer; basic knowledge of Microsoft Word and other office automation products; and the ability

to learn specialized, complex court and records management computer applications. Ability to perform routine administrative support activities.

EDUCATION and/or EXPERIENCE:

Graduation from a community college; graduation from high school and two years of office clerical experience will substitute for the two years of college.

LANGUAGE SKILLS:

Interpret and apply applicable laws, rules, regulations and policies. Effectively use business English, spelling, grammar, punctuation and proofread. The ability to write routine reports and correspondence. Ability to read and comprehend simple instructions, short correspondence and memoranda. Ability to write simple correspondence. Ability to effectively present information and respond to questions from individuals and/or groups. Ability to interact comfortably with all levels of staff in the organization.

REASONING ABILITY:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to resolve routine and non-routine problems in a professional, standardized manner. Ability to work independently. Ability to be able to interact effectively with other staff and the public. Ability to interpret assignment needs and to communicate effectively with employees and management. Ability to read and interpret documents such as: court pleadings both hand-written and typed, memoranda, calendars and procedure manuals.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to calculate rates, ratios, and percentages. Ability to use a calculator.

OTHER SKILLS and ABILITIES:

Possess integrity and honesty sufficient to properly manage confidential documents and collect appropriate fees. Ability to get along with and work closely with other employees in an open office environment.

PHYSICAL DEMANDS:

The employee must be able to sit for prolonged periods of time, perform repetitive actions and motion of one or both hands, lifting to 30 pounds, bend/squat/kneel, hear ordinary conversation and office sounds, conduct verbal communication in person and on the phone, and prepare and read written communication by hand and on PC.

Supervisor's Signature/Date: _____

Incumbent's Signature/Date:* _____

*** This document does not create an employment contract, implied or otherwise, other than an "at will" relationship. I have read, and I understand and agree that the duties stated on this position description are being performed as described. I understand that if duties of this position change significantly, I am to notify my supervisor and advise her/him of the changes. This position's duties must be updated at least every five (5) years; or, whenever the majority of the duties and responsibilities change significantly. If questions arise regarding these requirements, I agree to notify the Human Resources Division.**

Instructions to Employee and Supervisor: The duties and responsibilities shown on this position description are illustrative in nature only and do not constitute an exact contractual or comprehensive list of all duties of this position. All areas of this position description are subject to change based on the needs and objectives of the Office of Gwendolyn Marshall, Clerk of Circuit Court, Leon County, Florida. 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 and requirements and 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.