



## **Customer Information Center Specialist 2**

**Category:** Classified  
**Pay Grade:** C15  
**Job Code:** 18664

*To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.*

### **JOB SUMMARY**

Performs complex specialized clerical work which involves research and assisting customers with questions regarding directions to the various court locations, fines, fees, court findings, and other information on a variety of legal documents, in accordance with Florida Statutes, Rules of Court, and other pertinent authorities, performed in an automated work environment for any of the departments under the Clerk of the Circuit Court.

### **ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)**

- Answers incoming calls and addresses questions or refers to appropriate party;
- Performs typing/data entry and retrieval of a variety of legal documents contained on Clerk's office website or original case file;
- Provides information and services to general public and responds to inquiries and requests from attorneys, litigants, and the court;
- Assists other departments in work overflow such as jury services, verifying felony files to prepare for scanning, and verifying traffic transmittal records;
- Updates quick reference index;
- Accepts and processes payments for various court cases and balances register;
- May perform a variety of tasks related to an automated office environment;
- May perform file management and inventory control tasks;
- Performs other related job duties as assigned.

### **QUALIFICATIONS**

#### **Education and Experience:**

Two (2) years of experience in customer service in a court-related work environment; or an equivalent combination of education, training, and/or experience.

#### **Special Qualifications (May be required depending on area of assignment):**

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other knowledge, skills, abilities, and credentials required for a specific position.

#### **Knowledge, Skills and Abilities:**

- Knowledge of Florida Statutes, Rules of Court, and regulations pertinent to area of assignment;
- Knowledge of legal terminology, grammar, spelling, and math;
- Knowledge of recordkeeping practices and procedures;
- Knowledge of automated office equipment, practices, and procedures.
- Skill in the operation of computers and keyboard data entry.

- Ability to provide quality customer service;
- Ability to provide information correctly and concisely, orally and in writing;
- Ability to analyze and resolve problems and excellent communication skills;
- Ability to type with reasonable speed and accuracy.

### **PHYSICAL/MENTAL DEMANDS**

The work is sedentary work which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body. Additionally, the following physical abilities are required:

- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Grasping: Applying pressure to an object with the fingers and palm.
- Handling: Picking, holding, or otherwise working, primarily with the whole hand.
- Kneeling: Bending legs at knee to come to a rest on knee or knees.
- Visual ability: sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.
- Hearing ability: sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recordings on transcription device.
- Speaking ability: sufficient to communicate effectively with other individuals in person and over a telephone.
- Mental Acuity: Ability to make rational decisions through sound logic and deductive processes.
- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Repetitive Motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Standing: Particularly for sustained periods of time.

### **WORKING CONDITIONS**

Work is performed in a relatively safe, secure, and stable work environment.