

## Clerk of Circuit Court & Comptroller Okaloosa County

### Job Description Customer Service Call Center Representative

Job Specifications			
<b>Classification:</b>	Non-Exempt	<b>Department:</b>	Customer Service
<b>Supervisor:</b>	Customer Service Manager	<b>Location:</b>	Fort Walton Beach / Crestview
<b>Salary Range:</b>	\$14.00 - \$21.00/hr	<b>Schedule:</b>	Monday - Friday 8am - 5pm
<b>Revision:</b>	December 19, 2019	<b>Revised By:</b>	Sherry Johnson/Tiffany Gardner

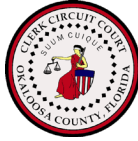
#### Job Summary:

Under general supervision, this position performs extensive customer service and detailed clerical work requiring application of various work methods, procedures, practices and departmental functions related to the processing of documents and files.

#### Essential Job Functions:

The list of essential functions as outlined here is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed if such functions are a logical assignment to the position.

- Delivers courteous and professional customer service by telephone, resolving customer complaints and problems, and answering inquiries all in accordance with existing statutory limits.
- Identifies customer's needs, researches issues, and provides solutions and/or alternatives.
- Manages large amounts of inbound calls in a timely manner.
- Follows communication scripts when handling different topics.
- Generates correspondence, notices and reports according to established policies/practices of assigned area.
- Scans/images and indexes documents according to departmental procedures.
- Accurately enters data into case management system as required.
- Accountable for communicating potential customer service issues to supervisor in a timely manner.
- Processes Inmate Mail and related Memorandums.
- Clocks documents in accordance with task outlines.
- Updates forms, packets, and reference materials as needed.
- Processes returned mail.
- Initiates E-Citations.



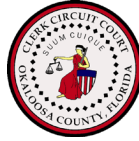
## **Clerk of Circuit Court & Comptroller Okaloosa County**

- Initiates paper traffic infraction cases, sets mandatory court dates.
- Processes emailed copy requests and responds as necessary.
- Processes MyFloridaCounty.com official records requests.
- Updates and maintains information database for internal and public knowledge (HelpJuice).
- Provides back-up coverage for Customer Service department as necessary.
- Minimal docketing (original notes and mortgages; canceled notes).
- Maintains regular and punctual attendance.
- Maintains established organizational/departmental productivity standards.
- Processes basic driver improvement certificates from customers.
- Processes electronically submitted basic driver improvement certificates directly from schools.
- Performs other duties as required.
- Complies with all company policies.
- Assists with maintaining current procedures in Power DMS.
- Cross Train with front-line Customer Service.

### **Minimum Required Qualifications:**

- High School Diploma or GED supplemented by one (1) year of recent and relevant experience.
- Ability to communicate effectively in both oral and written form and possess the ability to follow complex oral and written instructions.
- Ability to establish and maintain an effective working relationship with co-workers, general public, title companies, businesses, governmental agencies and attorneys, judges, and passport agency employees.
- Ability to use a computer terminal to quickly and accurately enter data.
- Knowledge of a wide range of administrative and clerical procedures and systems such as word processing, managing files and records, transcription, designing forms, and other office procedures, office equipment and terminology.
- Ability to learn and understand specialized information, including codes, rules, policies, procedures, forms and legal terms, and apply that knowledge in carrying out job assignments accurately and efficiently.
- Ability to work with confidential and/or sensitive data, interpret and comply with state and federal guidelines.
- Complies with legal advice restrictions for the Clerk & Comptroller's Office.
- Works in an environment that includes frequent interruptions and simultaneous detailed attention to multiple tasks.

### **Physical Demands:**



## Clerk of Circuit Court & Comptroller Okaloosa County

- Prolonged periods of sitting/standing at a desk and working on a computer.

### Key Competencies of Position:

- **Accountability & dependability** - Takes personal responsibility for the quality and timeliness of work and achieves results with little oversight.
- **Adaptability / flexibility** - Ability to react positively to changing business needs, conditions, and work responsibilities.
- **Attention to detail / accuracy** - Diligently attends to details and pursues quality in accomplishing tasks.
- **Customer focus** - Builds and maintains customer satisfaction with the services offered by the organization.
- **Development and continual learning** - Displays an ongoing commitment to learning and self-improvement.
- **Drive and determination** - Full of positivity and a desire to get things done quickly and effectively.
- **Leadership ability** - Motivating, influencing, and supporting others to accomplish team and organizational goals.
- **Office technology** - Ability to utilize equipment, office software (ex. Microsoft Office) and web-based applications (ex. Benchmark, Landmark, PowerDMS) to meet business needs.
- **Stress tolerance** - Maintains composure in highly stressful or adverse situations.
- **Tact** - Diplomatically handles challenging or tense interpersonal situations.
- **Teamwork** - Promotes cooperation and commitment within a team to achieve goals and deliverables.

#### Customer Service Call Center Specialist

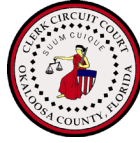
Salary Range: \$15.00 - \$22.50/hr

- Ability to complete all Customer Call Center Representative processes.
- Ability to articulate current processes of department, why it is relevant, and how it is best broken down for training purposes.
- Relied upon when finding solutions to complex problems.
- Mastery of current job and ability to become subject experts.
- Proficient in front-line Customer Service Duties.

#### Senior Customer Service Call Center Specialist

Salary Range: \$16.10 - \$ 24.15/hr

- Ability to complete all Customer Call Center Representative and Call Center Specialist processes
- Provides feedback on departmental processes, makes recommendations to improve and streamline processes.



## **Clerk of Circuit Court & Comptroller Okaloosa County**

- Relied upon when supervisor is absent.
- Support supervisor with training other employees, work-flow planning, and onboarding new hires.
- Committed to service excellence and organizational progress.
- Has mastered both Customer Service front line and call center duties.

### **ADA Compliance:**

The Okaloosa County Clerk of Courts is an Equal Opportunity Employer. ADA requires the Clerk of the Court to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.