



Doug Chorvat, Jr.

Clerk of Circuit Court & Comptroller - Hernando County
20 N. Main Street, Brooksville, FL 34601 - (352) 754-4201

Job Number: 2024-03

Posting Date: 5/24/24

Closing Date: 6/2/24

JOB POSTING

Customer Service Specialist I

Customer Service Center

Salary Range: \$18.44 - \$24.17 per hour
(Starting salary depends on qualifications)

Complete on-line application via Hernando County Clerk of Circuit Court website, www.hernandoclerk.com, by selecting About Us, Human Resources, Job Applicant Center. If you have any questions or require assistance, please call (352) 540-6233 or email hr@hernandoclerk.org Monday – Friday, from 8:00 a.m. – 5:00 p.m.

Note: If minimum typing speed is required and this information is not provided, you will not be considered for the position. You may take a typing test at no cost by going to www.typingtest.com. Please print the results and attach to your on-line application.

The Hernando County Clerk of Circuit Court is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Clerk will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Employment preference is given to applicants who do not use a tobacco product(s).

JOB SUMMARY:

Customer service/clerical work relating to the processing of legal documents received for recording as Official Records; processing applications for Marriage Licenses; performing marriage ceremonies; processing Passport applications; receipt payments for recording fees and for fines, costs, and fees for various court cases; and updating court records in case management software program. Responsible for coordinating collection of overdue fines, costs and fees imposed on defendants in criminal and traffic cases and working with Clerk collection agency regarding collections. Provide accurate information and ensure compliance with laws, regulations and procedures.

ESSENTIAL JOB DUTIES:

1. Assist the public at the counter and over the telephone courteously and promptly.
2. Receipt payments for fines, costs, and fees for Civil Traffic, Criminal Misdemeanor and Felony cases.
3. Review and prepare legal documents for recording, ensuring that appropriate information is on the document according to procedure. Record and scan documents into the Official Records Book of Hernando County. Collect appropriate fees and process receipt for monies.
4. Process applications for marriage licenses.

5. Perform marriage ceremonies.
6. Process passport applications and prepare passport transmittals as needed.
7. Process customer requests for land and lien record searches.
8. Conduct necessary research to provide accurate information or explanations regarding criminal case files to ensure compliance with laws and regulations.
9. Input accurate data into the case management software program.
10. Prepare and certify copies.
11. Ensure that monies received are secured at all times. Receive and validate monies paid, balance cash and checks to cash register total and complete summary report daily. Prepare daily checkout sheets for the Financial Services Department.
12. Meet productivity standards/expectations as established by statute or policy.
13. Run compliance report for fines due, verify cases and send out late notices on criminal cases.
14. Run compliance report for all compliance types, verify cases, and process D-6 driver's license suspension and financial suspension.
15. Run compliance report, verify cases, and flag cases for collections.
16. Complete daily status reports from Clerk collection agency.
17. Receipt all collection agency invoices, and balance, run distribution and deposit check.
18. Update case compliance records when partial payments are made.
19. Regular attendance and punctuality.

OTHER JOB DUTIES:

Perform other duties as assigned.

JOB STANDARDS:

Education:

High school diploma or equivalent.

Experience:

Experience in related fields preferred.

Licenses/Certificates:

N/A

EQUIPMENT USED:

Personal computer, telephone, copy machine, calculator, document scanner, time stamp machine.

ESSENTIAL SKILLS & QUALIFICATIONS:

- Ability to communicate orally and in writing.
- Knowledge of general office policies and procedures.
- Proficient in use of Microsoft Office software and Windows applications.
- Skill in interacting with the public, co-workers and intra-county office personnel in a professional manner.
- Type at the rate of 45 wpm.

ESSENTIAL PHYSICAL SKILLS:

Constant:

Acceptable eyesight (with or without correction), acceptable hearing (with or without correction), ability to access, input and retrieve information from a personal computer.

Frequent:

Ability to access file cabinets for filing and retrieval of data. Ability to communicate orally in order to answer the telephone.

WORKING CONDITIONS:

Constant:

Office environment. Work closely with others.

Reasonable accommodation will be made for otherwise qualified individuals with a disability.