



Doug Chorvat, Jr.

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

Job Number: 2023-18

Posting Date: 12/08/23

Closing Date: 12/22/23

JOB POSTING

CUSTOMER SERVICE SPECIALIST I

Customer Service Department

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 under the “Essential Skills and Qualifications” section, you must provide this information in order to be considered for the position. You may take a typing test at no cost by going to www.typingtest.com. Please attach the results to your on-line application.

Pursuant to Chapter 295, Florida Statutes, candidates eligible for Veterans’ Preference will receive preference in employment for vacancies and are encouraged to apply. Certain service members may be eligible to receive waivers for postsecondary educational requirements. Candidates claiming Veterans’ Preference must attach supporting documentation with each submission that includes character of service (for example, DD Form 214) along with any other documentation as required by Rule 55A-7, Florida Administrative Code.

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. Applicants wishing to request an accommodation should contact the Human Resources Department by email at hr@hernandoclerk.org or by phone at (352) 540-6233.

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; updating court records in case management software program; and providing accurate information and ensuring 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. 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.