

Clerk of Circuit Court & Comptroller Okaloosa County

Job Description Court Financial Service Representative

Job Specifications			
Classification:	Non-Exempt	Department:	Court Financial Services
Supervisor:	Court Financial Svcs Manager	Location:	Crestview / Fort Walton Beach
Salary Range:	NE-1	Schedule:	Monday - Friday 8am - 5pm
Revision Date:	October 16, 2023	Revised By:	Vanessa Pakvis/Chelsea Law

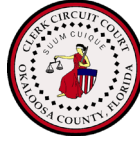
Job Summary:

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

Essential Job Functions:

The list of essential functions as outlined herein 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.

- Serves as primary and/or back-up cashier for Court Financial Services Team.
- Delivers courteous and professional customer service at the front counter, resolving customer complaints and problems, and answering inquiries all in accordance with existing statutory limits.
- Performs clerical work in the collections and accounting of unpaid financial obligations and delinquent accounts.
- Reviews and implements upcoming fee structure changes/additions in compliance with the legislative changes.
- Acts as a liaison between clerk finance and operations as needed.
- Responsible to self-assign daily tasks as needed.
- Travel from Crestview and FWB locations for coverage as needed.
- Prepares and executes payment plans by electronic means.
- Performs basic math functions to collect payments.
- Accepts and processes payments for receipts generated by all departments.
- Applies and processes child support and alimony payments as requested by customer.
- Verifies and reviews relief cashier's daily cash sheet.
- Balances cashier receipts against transactions entered into applicable systems.
- Reconciles total receipts in all applicable systems.
- Prepares and maintains records of daily bank deposits.
- Prepares reconciliation summary reports and recordkeeping documentation for the Finance Department.
- Processes surety, ROR, electronic bonds, signature bonds and cash bonds.

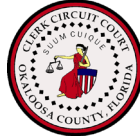


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- Applies probation payments towards case balances (DOC and JCS)
- Responsible for multiple case lists: Payment plans, bond remissions, bond forfeitures
- Assists customer service with payment plans, bondsman registrations and all aspects of CFS team functions, as needed.
- Unclaimed funds processing – civil case types.
- Prepares judgment and lien payoffs for both civil and criminal case types.
- Prepares and transmits monthly, quarterly, and annually required reports to CCOC, OSCA, COC Finance, FCCC, Judiciary and other local, state, and federal agencies.
- Completing routine data integrity case tasks.
- Review case lists for errors and missing entries.
- Processes cases to be sent to collections.
- Daily processing of Penn Credit Collection reports.
- Daily processing of D6 and late letters for compliance type.
- Maintains regular and punctual attendance.
- Maintains established organizational/departmental productivity standards.
- Complies with all company policies and procedures.
- Perform other duties as required.

Minimum Required Qualifications:

- High School Diploma or GED supplemented by one (1) year of recent and relevant experience.
- Ability to meet the public and effectively address their needs in a courteous, tactful, professional manner. Possess the ability to cope with customers in impromptu situations.
- 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 enter data quickly and accurately.
- Ability to perform accurate computations and verification of data.
- Ability to perform tasks with care and thoroughness, with a strong attention to detail.
- 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 as well as legal advice restrictions for the Clerk & Comptroller's office.
- Work in an environment that includes frequent interruptions and simultaneous detailed attention to multiple tasks.
- Ability to sit or stand at front counter for extended periods of time, while concentrating on repetitious or complex tasks. Ability to work within time constraints and workload surges. Ability to work in a fast-paced environment with frequent interruptions while maintaining speed and accuracy.



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- Ability to lift boxes of files weighing approximately 10 – 20 pounds; to push a cart loaded with files; to bend, stoop, and reach to retrieve files and supplies

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.
- **Analysis/Reasoning** - Examines data to grasp issues, draw conclusions, and solve problems.
- **Attention to Detail/Accuracy** - Diligently attends to details and pursues quality in accomplishing tasks.
- **Creative & Innovative Thinking** - Develops fresh ideas that provide solutions to all types of workplace challenges.
- **Decision Making & Judgement** - Makes timely, informed decisions that take into consideration the facts, goals, constraints, and risks.
- **Leadership Ability** - Motivating, influencing, and supporting others to accomplish team and organizational goals.
- **Planning & Organization** - Can effectively plan, prioritize, and manage activities through to delivery.
- **Strategic Vision** - Sees the big, long-range picture.
- **Stress Tolerance** - Maintains composure in highly stressful or adverse situations.
- **Teamwork** - Promotes cooperation and commitment within a team to achieve goals and deliverables.

Court Financial Services Specialist

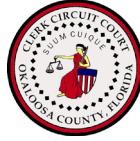
Salary Range: NE-2

- 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.

Senior Court Financial Services Specialist

Salary Range: NE-3

- Provides feedback on departmental processes, makes recommendations to improve and streamline processes.
- 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.
- Senior Specialists must agree to be a mentor for departmental new hires and have a completed mentor application on file.



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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.

Employee Acknowledgement:

I have read this job description and I fully understand all my job duties and responsibilities as outlined, with or without reasonable accommodation. I understand that my job duties and responsibilities may change on a temporary or regular basis according to the needs of my location or department and if so, I will be required to perform such additional duties and responsibilities. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or a member of the HR staff.