



Clerk of Circuit Court & Comptroller Okaloosa County

Job Description Customer Service Representative

Classification:	Non-Exempt	Department:	Customer Service
Supervisor:	Customer Service Supervisor/Manager	Location:	Fort Walton Beach / Crestview
Salary Range:	NE-1	Schedule:	Monday - Friday 8am - 5pm
Revision:	October 16, 2023	Revised By:	Chelsea Law

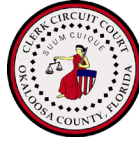
Job Summary:

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 upon arrival and at the front counter, resolving customer complaints and problems, and answering inquiries all in accordance with existing statutory limits.
- Identifies and assists customer's needs, research issues and provides solutions and/or alternatives.
- Ensures customers have the necessary items (forms, payment, etc.) to complete their transactions with the clerk; updates the QMinder program accordingly.
- Assists customers with online payments and helps customers at the kiosk.
- Generates correspondence, notices and reports according to established policies/practices of assigned area.
- Scan/image and index documents according to departmental procedures.
- Accurately enters data into case management system as required.
- Issues marriage licenses and processes passport applications.
- Receives, screens, sorts, processes and routes incoming mail to appropriate functional area or inter-department agency.
- Performs record searches when necessary.
- Clocks documents in accordance with task outlines.
- Updates forms, packets, and reference materials as needed.
- Updates and maintains information database for internal and public knowledge.

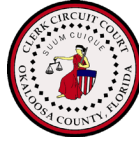


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- Maintains regular and punctual attendance.
- Maintains established organizational/departmental productivity standards.
- Complies with all company policies and procedures.
- Cross-train to triage desk and call center.
- Perform other duties as required.

Minimum Required Qualifications:

- High School Diploma or GED, supplemented by one (1) year of recent and relevant experience.
- Must meet the requirements outlined by the Department of State to become a Passport Agent.
- 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 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 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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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 Specialist

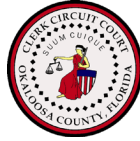
Salary Range: NE-2

- Ability to complete all Customer Service 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.

Senior Customer Service Specialist

Salary Range: NE-3

- Ability to complete all Customer Service Representative and Customer Service Specialist processes.
- 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.
- Has mastered both Customer Service front line and Call Center duties.
- 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.