



Clerk of Circuit Court & Comptroller Okaloosa County

Job Description Records Service Representative

Job Specifications			
Classification:	Non-Exempt	Department:	Records Services
Supervisor:	Records Services Manager	Location:	Crestview
Salary Range:	NE-1	Schedule:	Monday - Friday 8am - 5pm
Revision Date:	October 16, 2023	Revised By:	Chelsea Law

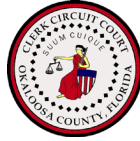
Job Summary:

The purpose of this position is to perform a variety of clerical work-related duties and operations relating to the recording, indexing, redaction, and researching public records in the Clerk of Courts Office.

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.

- Transfer Cases to other jurisdictions
- Provide Original Notes, Mortgages, and exhibits to Judges and Judge's Assistance as request
- Perform Background checks for FDLE, FBI etc.
- Review and redact cases for Appeal as requested
- Email pleadings to Judge and Judge's Assistant when applicable.
- Exhibits/Evidence - Process and monitor items submitted and maintain vault inventory.
- Process VOR Request assigned worked tasks
- File Management - retrieve and scan images in court cases for processing of copy/background request. Digitize/back scan older cases for disposition/destruction. Maintain required docketed items for retention.
- Image Plats for upload to Official Records and steps for Permanent filing.
- E-Recording of Court Work and Official Records.
- Review and Export Marriage License Data to State
- Prepare and Export OR Books to request parties
- Verification of indexed official records recordings, and redaction of court work and Official Records.
- Tax Deeds. – Receive notification from Tax Collector, request funds from applicant, upload into the TDM (Tax Deed Management program) prepare mailings, notice of application for publication in Newspaper, Prepare Sheriffs Notices, review case to assure all notifications sent prior to sale



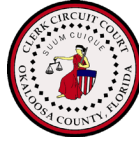
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date, update bidder funds in RealAuction, monitor online sale- provide results to appropriate team, send out final mailings, close outs and surplus.

- Mail Duties – sort all incoming mail and distribute to appropriate department bins, process outgoing mail via Pitney Bowes machine for proper allocation of funds used and prepare mail reports as necessary.
- Monitor Ques for assigned work related task.
- Maintains regular and punctual attendance.
- Prepare and review daily financials for discrepancies and provide to Finance.
- Maintains established organizational/departmental productivity standards.
- Complies with all company policies and procedures.
- Other related duties as assigned.

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 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.
- 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.



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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.
- **Drive & Determination** - Full of positivity and a desire to get things done quickly and effectively.
- **Ethics & Integrity** - Earns others' trust and respect through consistent honesty and professionalism in all interactions.
- **Planning & Organization** - Can effectively plan, prioritize and manage activities through to delivery.
- **Verbal Communication** - Able to express ideas clearly, concisely and confidently, with content and style appropriate for the audience.
- **Written Communication** - Able to clearly express ideas in writing. Uses correct vocabulary, grammar, spelling and punctuation.

Records 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.

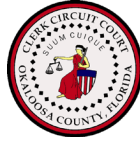
Senior Records Services Specialist

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.

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.



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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.