

## MANAGER, CLERK'S CALL CENTER

Job Code	Pay Grade
18486	150

### Nature of Work

This is highly responsible supervisory work with administrative and management responsibility in directing all activities necessary for the effective operation of the Clerk of the Circuit Court's Call Center. Work involves operational planning and designing of procedures and the direction of a large number of subordinate supervisory personnel and clerical employees engaged in the performance of complex and technical activities, performed in an automated work environment. At this level, an employee must have extensive legal knowledge of County Court, Circuit Court, Probate, Traffic Court and Recording functions. An employee in this classification exercises considerable independence of judgment and actions in managing the operations of a call center. Work is performed under the general supervision of a Director, Court & Operational Services Division.

### Minimum Qualification Requirements

- Bachelor's degree in public administration, business administration or a related field and 3 years office administrative experience in combination with court records experience that includes 1 year supervisory or lead worker experience; or
- An equivalent combination of education, training, and/or experience.

### Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to this position.

### Illustrative Tasks (These are examples and are not all inclusive.)

- Directs the operation of various and diverse functions of the Clerk's Office implemented in a call center which may include Circuit Court and County Court, Probate, Traffic Court and Recording functions.
- Plans, assigns and reviews the work of subordinate supervisory and clerical employees; conducts performance reviews; trains new personnel.
- Provides information and services to general public, and responds to inquiries and requests from attorneys, litigants and the court.
- Oversees the administration of Personnel Rules and Regulations including performance reviews and standards and internal policies and procedures.
- Oversees the design and preparation of reports, programs, and correspondence including budget preparation and training.
- Plans, designs and directs the procedures necessary for the operation of a call center.
- Interprets laws, rules and regulations regarding Circuit and County Court, Probate, Traffic and Recording functions.
- Initiates and develops special projects as directed by a supervisor.
- Maintains accurate inventories of equipment and supplies.
- Performs related work as assigned or required.

### Knowledge, Skills, and Abilities

- Knowledge of public administration practices and procedures.
- Knowledge of court practices and procedures, and legal requirements as related to departmental operation.
- Knowledge of modern office equipment, practices and procedures.
- Knowledge of court regulations and practices.
- Knowledge and ability to apply sound customer service practices.
- Ability to apply computer applications and software.

## MANAGER, CLERK'S CALL CENTER (continued)

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### Knowledge, Skills, and Abilities (continued)

- Ability to plan, organize, direct, and supervise the work of a large staff of subordinate supervisory and clerical employees.
- Ability to interpret laws, rules and regulations as they apply to the operation of a call center.
- Ability to present oral and written comments and recommendations clearly, and concisely.
- Ability to establish and maintain effective working relationships as necessitated by assignment.

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Created	EEOC Code	Overtime Code
8/09	Officials & Managers	Exempt