

MANAGER, SELF-HELP CENTER

Job Code	Pay Grade
18488	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 Self-Help Centers, Office of the Clerk of the Circuit Court.

Work involves coordinating resources and programs which assist citizens in preparation of Florida Bar forms. This position will be responsible for two self-help sites located at the Clearwater and St. Petersburg Law Libraries.

Work involves operational planning and designing of procedures for the center. Work also involves the directing of a small number of subordinate clerical employees engaged in the performance of assisting individuals who will be self represented in completing court related forms and responding to court related inquiries. At this level, an exempt employee must have extensive legal knowledge of county civil, circuit civil, and family laws, and exercise considerable independence of judgment and actions.

Work is performed under the general supervision of the Assistant Director or Executive Director of the Court and Operational Services Division and is reviewed by conferences and results obtained.

Minimum Qualification Requirements

- 4 years office administrative and civil court records experience that includes lead worker, supervision or supervisory training; or
- Associate's degree in business, public administration, paralegal diploma or a related field and 2 years experience as described above; 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 a position.

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

- Responsible for the organization, direction, and coordination of the Self-Help Center of the Office of the Clerk of the Circuit Court.
- Responsible for being visible and available to assist customers and subordinates with the everyday services being provided in the Self-Help Centers.
- Responsible for planning, assigning, and reviewing the work of clerical employees engaged in the performance of providing services relating to the functions of the Self-Help Centers.
- Responsible for the administration of Personnel Rules and Regulations including performance reviews and standards and internal Policies and Procedures.
- Responsible for arranging full public speaking engagements within the community to discuss the benefits of, and the services provided by the Self-Help Centers.
- Responsible for the design and preparation of specified reports and correspondence including budget preparation.
- Responsible for initiating and developing special projects as directed by the Assistant Director or Executive Director of Court and Operational Services.
- Responsible for maintaining a liaison with attorneys and others in expediting the operation of the Self-Help Center.
- Performs related work as assigned or required.

MANAGER, SELF-HELP CENTER (continued)

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Knowledge, Skills, and Abilities

- Knowledge of all court practices and procedures, and legal requirements as related to the operation of the Self-Help Center.
- Knowledge of the administrative and procedural regulations applicable to the organization of assignment.
- Knowledge of modern office equipment, practices, and procedures.
- Ability to deal tactfully and effectively with employees, peers, attorneys and the general public.
- Enhanced communication skills, including the ability to convey information to pro se clients and attorneys.
- Ability to understand and interpret the rules and regulations regarding county civil, circuit civil, and family law cases.
- Ability to present oral and written material clearly and concisely.
- Ability to plan, organize, direct, and supervise the work of clerical employees in a manner conducive to full performance and high morale.
- Ability to promote and maintain excellent departmental and public relations.
- Ability to promote a team concept in the Self-Help Center.
- Ability to work with budgets and spreadsheets as required.

For official use only

Created	EEOC Code	Overtime Code
9/07	Officials & Managers	Exempt