

# CUSTOMER INFORMATION CENTER SPECIALIST 1

Job Code	Pay Grade
18662	CL7

## Nature of Work

This is specialized clerical work involving data entry, filing and the processing of a variety of legal documents, in accordance with Florida Statutes, Rules of the Court and other pertinent authorities, performed in an automated work environment. Areas of assignment could be any of the departments under the Clerk of the Circuit Court. A strong knowledge of departmental policies and procedures is required to handle problems or difficult customer contacts; decisions are made within established guidelines and procedures.

## Minimum Qualification Requirements

- 1 year experience in clerical work which includes customer service 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.
- Candidate to demonstrate more advanced proficiency, competency, and satisfactory completion of regularly assigned work in an independent manner. Appointing Authority retains discretion to employ an incumbent at this level or advance the incumbent non-competitively or competitively after a candidate meets the minimum qualifications to an in-line career ladder position (such as Customer Information Center Specialist 2) within the same organization or department.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

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

- Performs typing/data entry, retrieval of a variety of legal documents contained on Clerk's office website.
- Provides information and services to general public, and responds to inquiries and requests from attorneys, litigants and the court.
- May perform a variety of tasks related to an automated office environment.
- May perform file management and inventory control tasks.
- Performs related work as assigned or required.

## Knowledge, Skills, and Abilities

- Basic knowledge of Florida Statutes, Rules of Court and regulations pertinent to area of assignment.
- Knowledge of legal terminology, grammar, spelling and math.
- Knowledge of recordkeeping practices and procedures.
- Knowledge of automated office equipment, practices and procedures.
- Skilled in the operation of computers and keyboard data entry.
- Ability to provide quality customer service.
- Ability to follow instructions in accordance with laws, regulations and procedures.
- Ability to analyze and resolve problems and excellent communication skills.
- Ability to type with reasonable speed and accuracy.

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Revised	EEOC Code	Overtime Code
9/12	Administrative Support	Classified