

## CUSTOMER INFORMATION CENTER SPECIALIST 2

Job Code	Pay Grade
18664	CL9

### Nature of Work

This is complex specialized clerical work which involves research and assisting customers with questions regarding directions to the various court locations, fines, fees, court findings, and other information on a variety of legal documents, in accordance with Florida Statutes, Rules of 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. This class differs from the Customer Information Center Specialist 1, in that it requires knowledge and understanding of several departments within the Clerk of the Circuit Court.

### Minimum Qualification Requirements

- 2 years customer service in a court-related work environment; 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.)

- Performs typing/data entry, retrieval of a variety of legal documents through Clerk's Office website or original case file.
- Provides information and services to the 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

- 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 automated office equipment.
- Ability to provide quality customer service.
- Ability to analyze and resolve problems and excellent communication skills.
- Ability to provide information correctly and concisely, orally and in writing.
- Ability to type with reasonable speed and accuracy.

For official use only

Revised	EEOC Code	Overtime Code
9/12	Administrative Support	Classified