

# MANAGER, CRIMINAL CUSTOMER SERVICE

Job Code	Pay Grade
19042	150

## Nature of Work

This is highly responsible supervisory financial work with extensive administrative and management responsibility in directing all activities necessary for the effective operation of the Criminal Customer Service Department of the Office of the Clerk of the Circuit Court. 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. At this level, an employee must have extensive knowledge of bookkeeping and governmental accounting practices and exercise considerable independence of judgment and actions. Work is performed under the general supervision of the 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 a position.

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

- Responsible for the organization, direction and coordination of the Criminal Customer Service Department.
- Plans, assigns and reviews the work of subordinate supervisory personnel and clerical employees engaged in the performance of complex financial procedures, cashier functions, and lock box work, relating to functions of the Criminal Customer Service Department.
- Plans, designs and directs procedures necessary for implementation of laws, rules and regulations governing financial requirements for the courts and related functions.
- Responsible for the administration of Personnel Rules and Regulations including performance reviews and standards and internal policies and procedures.
- Responsible for the design and preparation of reports, programs, and correspondence including financial reports, budget preparation and training.
- Responsible for the maintenance of a large number of financial records entailing complex procedures.
- Initiates and develops special projects as directed by the Director, Court & Operational Services Division.
- Performs related work as assigned or required.

## Knowledge, Skills, and Abilities

- Knowledge of all court practices and procedures, and legal requirements as related to departmental operation.
- Knowledge of the administrative and procedural regulations applicable to the organization of assignment.
- Knowledge of modern office equipment, practices and procedures.
- Knowledge of the methods used in making statistical surveys and the preparation of reports.
- Knowledge of bookkeeping and governmental accounting practices.
- Ability to apply computer applications and software.
- Ability to plan, organize, direct, and supervise the work of a large staff of subordinate supervisory personnel and clerical employees in a manner conducive to full performance and high morale.
- Ability to promote and maintain effective departmental and public working relationships.
- Ability to present oral and written comments and recommendations clearly and concisely.

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Revised	EEOC Code	Overtime Code
4/09	Officials & Managers	Exempt