



**Brent X. Thurmond,
Clerk of Circuit Court**

Position Description: Information Desk & Administrative Clerk

Department: Administration

Exempt: No

Reports to: Official Records Supervisor

Effective Date: May 2018

Summary: Serves citizens by greeting, welcoming and directing them appropriately, notifies personnel of visitor arrival as needed and operates multiline telephone system. Maintains various meeting calendars and oversees equipment related to the position. Provide administrative support to management by conducting research, preparing and updating statistical reports, handling information requests (internal), performing clerical functions such as preparing correspondence and scheduling meetings.

Duties and Responsibilities: include the following; other related duties may be assigned by management.

- * Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries.
- * Responsible for voice mail distribution, special announcements, holiday or special closing notification via voice mail, e mail and or other written public notification.
- * Directs visitors by maintaining employee and department directories.
- * Maintains multiple office calendars for meeting rooms (Clerk's Conference and #225 Meeting room).
- * Responsible for setting legal clinic appointments, verification of attendance, acts as a liaison with legal clinic attorneys.
- * Distributes new employee phone number and e mail address to staff.
- * Create daily attendance and court attendance lists. Compose and distribute correspondence and memorandums.
- * Functions as back up to the Official Records department.
- * Responsible for Vending machine reimbursements and accountable for related funds.
- * Monitor and update postings on Public Notification board.
- * Create, monitor and order Courthouse signage, including holiday postings.
- * Monitor compliance with records management policies and procedures.
- * Data input and file management through the use of Records Management Excel spreadsheets and Word documents.
- * Track physical records inventory, retention determination, box, and label and destroy court related and administrative public records. Interpret and utilize Florida Statutes, Administrative Code and State of Florida and Supreme Court records guidelines.
- * Receives visitors and screens calls for the Clerk.
- * Annual maintenance scheduling of office time keeping machines, smoke alarm testing etc.
- * Performs a wide variety of special projects and assignments.
- * Maintains safe and clean reception area by complying with procedures and rules, whether written or verbal.
- * Acts as ADA liaison between office & customers in need of accommodation.
- * Monitors volunteer activities as it relates to Records Management and Official Records special projects; reports volunteer working hours to Clerk Finance.
- * Function as representative to those seeking Community Service hours, determine if appropriate fit, assigning and monitoring tasks and reporting hours served to appropriate agencies including Clerk Finance.

Additional duties and responsibilities:

Ability to solve practical problems and interpret instructions, written or oral. Communicate with and respond promptly to coworkers, management, staff, the general public, and others in a courteous and professional manner. Conform with and abide by all regulations, policies, work procedures and instructions. Act, dress, and behave in a professional manner to reflect a positive image of the Clerk's Office.

Maintain and update this job description with the assistance of HR and maintain detailed job procedures.

Knowledge, Skills and Abilities:

Clerical- knowledge of administrative procedures, knowledge of technology applications relevant to Information desk such as word processing, managing files and records, designing forms and other office procedures and terminology.

Excellent oral and written communication skills, knowledge of the structure and content of the English language including composition and grammar.

Strong organization and planning skills.

Ability to work effectively with all levels of personnel with tact and diplomacy. Knowledge of principles and processes for providing customer and personal services.

Other Requirements, Skills and Abilities:

This position clerk will be cross-trained as backup for the recording clerk in order to create an efficient and effective staff capable of continuing all required work of the Recording office during the absence or vacation of another clerk.

Overtime is not generally expected in the average work week. Each clerk is expected to work overtime as planned and assigned by management in non-routine circumstances or situations.

Licensure or Certification Requirements:

Valid Florida Driver License

Physical Demands:

- Must be able to lift up to 35 lbs.

Supervisor's Signature/Date: _____

Incumbent's Signature/Date:* _____

* I have read and I understand and agree that the duties stated on this position description are being performed as described. I understand that if duties of this position change significantly, I am to notify my supervisor and advise her/him of the changes. This position's duties must be updated at least every five (5) years; or, whenever the majority of the duties and responsibilities change significantly.

Instructions to Employee and Supervisor: The duties and responsibilities shown on this position description are illustrative in nature only and do not constitute an exact contractual or comprehensive list of all duties of this position. All areas of this position description are subject to change based on the needs and objectives of the Office of Brent X. Thurmond, Clerk of Circuit Court, Wakulla County, Florida. This position description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job related duties requested by any person authorized to give instructions or assignments.

This position description has excluded the marginal functions of the position that are incidental to the performance of essential job duties. All duties and responsibilities are essential job functions and requirements are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the employee will possess the skills, aptitudes and abilities to perform each duty proficiently. The requirements listed in this document are the minimum levels of knowledge, skill, and abilities.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.