

CLASSIFICATION TITLE:

ADMINISTRATIVE ASSISTANT I

WORKING TITLE:

COURT INFORMATION SPECIALIST

POSITION SUMMARY:

The Court Information Specialist performs timely and efficient reception-type duties for the Brevard County Courts (Circuit and County Court.) Responsibilities include but are not limited to answering, screening, and transferring a large volume of incoming phone calls on a multi-line phone unit; greeting in-person court customers and directing the public to the appropriate courtroom, deposition room, hearing room, or agency office; responding to routine court inquiries; distributing mail and received court documents; conforming orders; assisting their assigned Judges/Judicial Assistants with other routine office tasks; and instilling a confidence with the public on the assistance they receive from the courts.

JOB DUTIES/TASKS:

- * Professionally, accurately and in a hospitable manner, answer all incoming calls, greeting callers, screening calls in order to provide information regarding routine judicial matters, transferring calls when necessary and/or taking messages as necessary. (Pertinent information to be collected for each message: date, time, name and phone number of caller, and purpose of call.) (Titusville Courthouse – 4 Judicial Offices and the Moore Justice Center – each Court Information Specialist answers phones for approximately 7-8 Judicial Offices.)
- * Ability to successfully handle a multi-line phone set with incoming calls of 200-300 per day (approximate figure for an 8-hour workday).
- * Provides assistance to the public with directions to hearings/trials, and answers general inquiries regarding judicial matters related to court cases.
- * Coordinates the delivery of express mail services (FedEx, UPS, DHL, Courier Mail, etc.) and/or court case materials from Law Firms and/or Pro Se individuals.
- * Finding a judge when law enforcement officers need an arrest warrant signed.
- * Transfer hearing calls into the courtroom or chambers, and transfer teleconferences directly to the polycoms when directed and/or when the J.A. isn't available. Initiating and executing conference calls.
- * May also assist with other related clerical duties such as sorting of mail, conforming orders, collating, and/or retrieve information from Clerk's network/database (E-Facts/ICMS/BECCA).
- * Maintain security – watch surrounding area and report misconduct or suspicious individuals or packages left unattended; monitor phone lines for threats of any kind and record all details; and/or prevent people from entering secured hallways without being announced or having an appointment.
- * Full-time Court Information Specialists are expected to be in their office to have phones operational, promptly at 8:00 a.m. and throughout the day until 5:00 p.m., with one (1) unpaid lunch break from 12:00 – 1:00). A part-time Court Information Specialist is expected to be in their office to have phones operational, promptly at 9:00 a.m. and throughout the day until 2:00 p.m. When personal breaks are needed, it is the responsibility of the Court Information Specialist to post informational signs and contact their judicial offices and assure that phones will be covered during that time period.

KNOWLEDGE, SKILLS, AND ABILITIES:

- * Ability to display consistent and continuous excellent customer service skills.
- * Must possess a positive attitude and display professional demeanor
- * Must have excellent attention to detail; thorough and accurate with work performance and conscientious of work product (example, when providing courthouse directions and/or receiving and relaying messages.)
- * Demonstrated ability to communicate information accurately and timely, orally and in written form.
- * Ability to recognize and understand the speech of others and speak clearly so listeners can understand.
- * Knowledge of the techniques for handling telephone calls in a professional, courteous, and efficient manner.

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KNOWLEDGE, SKILLS, AND ABILITIES: (CONTINUED)

- * Ability to understand simple instructions, learn basic routines and procedures.
- * Exercise discretion, sensitivity, and confidentiality.
- * Has ability to analyze information and make well-reasoned decisions.
- * Treats parties with respect and courtesy.
- * Ability to work under pressure and maintain calm and professional demeanor in both body language (leaning forward and nodding to indicate listening) and tone of voice, while maintaining eye contact with your customers.
- * Must be able to successfully multi-task and prioritize effectively.
- * Possess solid interpersonal skills.
- * Ability to establish and maintain cooperative and courteous relationships with internal and external customers.
- * Ability to be flexible and adaptable to ever-changing work situations and conditions.
- * Exhibits patience, tolerance, and impartiality.
- * Ability to work effectively with minimum supervision, displaying a high level of initiative, effort and commitment towards performing work.
- * Working knowledge of MS Office Outlook necessary.
- * Working knowledge of computer systems/software applications assisting with court business such as E-Facts, Judicial Case Viewer, etc.

QUALIFICATIONS / WORK STYLES:

Cooperation: job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.

Dependability: job requires being reliable, responsible, and punctual.

Self-Control: job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding negative behavior, even in very difficult and stressful situations.

Flexibility: job requires being open to change (positive or negative) and to considerable variety in the workplace.

Judgment: job requires initiative and judgment in resolving minor problems associated with day-to-day operating procedures.

HELPFUL HINTS:

Court Information Specialists are vital to court operations in that they are the first contact that the general public makes upon entering the courthouse. The general public is often intimidated by and unaware of court procedures and processes. The Court Information Specialists are there to answer questions and provide limited information regarding court cases, as well as directing the public to the appropriate court room, deposition room, hearing room, or agency office. They act as a liaison for the Judiciary in communicating with the general public, attorneys, and various court-related agencies. The information and explanations that the Court Information Specialist provides the General Public often resolves conflicts and problems before they enter the courtroom, thus saving time and money spent in court. They handle a large volume of phone calls and public traffic on a daily basis.

PHYSICAL DEMANDS:

While performing duties of this job, the employee is frequently required to sit for long periods of time. The employee is occasionally required to stand, walk, reach, and grasp with hands/fingers.

WORKING CONDITIONS:

The employee is regularly required to work in a structured environment with repetitive tasks that require high degree of accuracy. The employee is continuously required to engage in face-to-face contact with others in a courthouse setting.