

EIGHTEENTH JUDICIAL CIRCUIT – POSITION DESCRIPTION

CLASS TITLE: **ADMINISTRATIVE SERVICES MANAGER**

WORKING TITLE: **COURT SVCS ADMINISTRATOR / PUBLIC INFORMATION OFFICER**

POSITION #: 008127

CLASS CODE: 6050

FLSA: EXCLUDED

PAY PLAN: 81

SUMMARY OF POSITION:

The Eighteenth Judicial Circuit's Public Information Officer (PIO) serves as the circuit's designated spokesperson and primary media contact, including emergency communications and cybersecurity breaches. This is an executive level position supporting the Eighteenth Circuit by promoting public awareness, issuing press releases and advisories, identifying and responding to information needs, managing media relations, and providing leadership, counsel, and assistance on public affairs as related to the court.

This is a highly responsible position focusing on digital communications for the circuit's internet and social media needs in a fast-paced public relations environment. Responsibilities range from developing and managing the court's social media presence, offering group educational tours of the courthouses, leading public outreach and civil engagement programming for the circuit, producing informational materials, coordinating special court events, preparing news releases, and responding to public records requests.

This position also oversees the Probate and Guardianship (P&G) division for the Brevard Courts, manages the court-appointed attorney registry and serves as liaison with the Justice Administrative Commission (JAC), and recruits and maintains the court's list of approved expert witnesses.

The Court Services Administrator/Public Information Officer works closely with the judiciary, senior court management, court staff, and maintains ongoing relationships with media, government entities, and community partners, building partnerships to enhance the court's relationship with the legal community as well as the general public.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Serves as the Circuit's Public Information Officer (PIO) as well as the Administrative Services Manager over Probate and Guardianship (P&G) staff.

Responsible for the development, implementation, and oversight of strategic communications, media relations, and public outreach initiatives for the Eighteenth Judicial Circuit. Manages public information dissemination, and ensuring transparency and consistency in messaging. Writes, edits, and disseminates press releases, public service announcements, and other various official court publications to various media formats (television, radio, digital and print) for internal and external audiences. Prepares and releases information to the legislature, public and the media on the goals and priorities of the court, and the procedures and practices involved in achieving these goals. Coordinates communications efforts across departments to ensure consistency and alignment with organizational policies. Monitors digital communication trends and implements best practices to enhance public engagement. Writes script for judges' tv/radio appearances, speeches, and/or articles/editorials for publication in various print/social media. Devises and implements community outreach efforts. Develops and publishes digital content to inform and educate the public regarding court operations and services. Plans public education events regarding the courts. Coordinates school field trips and courthouse tours. Plans and coordinates functions with legislators and judiciary. Develops and reinforces working relationships with the media, monitors media coverage of the courts and court-related news, and responds to media inquiries. Advises court management on the public relations perspective of specific court events, activities, and programs. Counsels judiciary and court staff on specific media practices and best responses to certain inquiries in compliance with Florida Rules of Court and Administrative Orders. Writes copy and create graphic design for various court digital publications. Handles crisis communications, such as during hurricanes, and high-profile criminal cases. Attends court events and programs for print and photographic coverage, including taking photographs, reporting and interviewing of key participants, for official publications for internal use and distribution to media.

Overall supervision of the Probate and Guardianship staff. Set performance goals and provide annual evaluation for the P&G Supervisor. Trouble shoot with P&G Assigned Circuit Judge, P&G Supervisor, associated law firms and/or pro se individuals. Research case management issues and help strategize needed cooperation with attorneys/experts.

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Manages the Expert Witness / Guardianship Examining Committee. Recruits and maintains list of expert witnesses who perform court-ordered psychological and other types of evaluations for the courts. Works with experts to address local needs and/or specific problems. Oversees assignments to ensure cost control and compliance with Florida Statutes and Administrative Orders. Monitors expert witness bills for payment and rule compliance.

Manages the court-appointed attorney registry, processing applications, maintaining list and serving as the 18th Circuit's liaison with the Justice Administrative Commission (JAC). Research issues to ensure the Court remains in compliance with Florida Statutes regarding conflict counsel. Responsible for making sure attorneys are held to the terms of their JAC contract.

Other duties are as followed: manages special events/public affairs for the circuit, coordinates judicial investitures in Brevard County, manages and promotes the Speakers Bureau, handles bar referee assignments, works with the General Counsel on a coordinated response to public records requests, monitors 18th Circuit's website and social media platforms for comments and questions/issues from the public, handles photography and photo editing for content creation for the court's social media platforms, and coordinates the official portraits of retired judges for courthouse display.

KNOWLEDGE, SKILLS AND ABILITIES:

Must exercise considerable independent judgment, discretion and sensitivity in the application of public relations and professional business practices in a court environment. Essential skills are diplomacy, initiation, organization, attention-to-detail and very strong verbal and written communication skills.

Must possess strong multi-tasking and time-management skills to successfully and independently manage multiple projects/tasks simultaneously, adhering to time-sensitive deadlines. Ability to be flexible and adjust to changes in priorities and activities for any given day or unexpected events.

Position often encounters complex situations and requires carefully crafted timely responses under unusual pressure due to intense media/public scrutiny.

Ability to work under pressure and meet deadlines. Creative ability to "think outside the box", and a high level of attention to detail.

Knowledge of Florida Statutes and applicable Administrative Orders and/or Rules and Regulations for the court.

Exceptional communication skills are required. Must be highly proficient with the English language, both verbally and in written format. Must possess ability to self-edit for spelling, grammar, syntax, tone and originality, and to consistently produce error-free written content. Ability to convey information and concepts to audiences that may not be familiar with the subject matter. A degree in social media, communications, English, or journalism is preferred. Ability to write clearly and concisely using correct grammar. Ability to prepare, write and assemble speeches, press releases, and public service announcements.

Knowledge of the principles, functions, and techniques of communication, journalism, editing, and proofreading. Knowledge of or willingness to learn public relations and public information principles and procedures specific to the courts under judicial ethics rules, applicable state laws, judicial branch rules and local administrative orders. The incumbent must exercise considerable judgment in the application of journalistic principles and practices and the ability to deal tactfully with officials in the public and private sectors.

Work product quality control is essential for things such as recommending formats, proofreading and editing, reviewing subject matter, and ensuring accuracy of content and consistency of message prior to release to the public.

Working relationships are established with the Judiciary, court staff, Office of the State Courts Administrator (OSCA), Justice Administrative Commission (JAC), Office of the State Attorney, Office of the Public Defender, Office of Conflict and Regional Counsel, Court Appointed Counsel, Contracted Expert Witness providers, Sheriff's Office for Brevard and Seminole Counties, Clerk of the Courts for Brevard and Seminole Counties, Print and TV Media, Public Health Department, Judicial Qualifications Commission (JQC), State and Local Bar Associations, Local Government Elected Officials and/or Staff, members of the legislature, and the general public. Ability to interact in a professional, respectful and courteous manner at all times, to a diverse audience, including under stressful situations. Must work ethically with integrity and can uphold the organization's values and principles. Cultivates relationships with associated court agencies and community service providers, members of the legal community, local news outlets and the general public.

Ability to research a variety of court-related topics, write articles, and prepare for dissemination for a diverse audience.

Familiar with the technicalities of all social media platforms such as Facebook, X (formerly known as Twitter), Instagram, LinkedIn, YouTube, etc.

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Must be proficient with the following computer software technology and desktop publishing such as MS Office/Windows Operating System, Adobe Creative Cloud suite of applications (specifically InDesign, Lightroom and Photoshop), PageMaker, and Canva. Knowledge of professional photography techniques and photo editing for content creation.

Timeliness and attendance are essential functions for the position.

SUPERVISORY RESPONSIBILITIES:

Supervises the P&G division, and specifically, the P&G Supervisor, setting performance goals and conducting the annual performance evaluation. Work with the P&G Supervisor, identifying areas for case management improvement, setting court policy and procedures, and ensuring cross-training of co-workers is conducted. In addition, this position assumes the role of advisor on various issues regarding issues with law offices, pro-se individuals, etc.

EDUCATION AND TRAINING GUIDELINES:

A bachelor's degree from an accredited four (4) year college or university with a major in business administration, public administration or management, English, digital communications, public relations, communications, journalism, or a closely related field. Five (5) or more years of related work experience, including two (2) years in a supervisory or managerial capacity. A master's degree in an area cited above may substitute for two (2) years of the recommended non-management experience. A Juris Doctor degree from an accredited law school may substitute for three (3) years of the recommended non-management experience.

Progressively responsible experience in public information, public relations, communication, or journalism may substitute for the recommended college education on a year for year basis.

PREFERRED QUALIFICATIONS:

Highly skilled and experienced in writing, editing and publishing written content for publication.

Experience crafting unique digital content (text, images, video, etc.).

Experience with desktop publishing software and AI tools.

Experience working with social media tools and developing and implementing digital communication strategies to achieve an organization's goals and maintain a positive public image across all social media platforms, including but not limited to: Facebook, X (formerly known as Twitter), Instagram, LinkedIn and YouTube.

Experience with the Clerk of Court's Public Records System BECA and ICMS.

NOTES:

Occasionally, urgent matters or special public relation court initiatives will require working additional hours or working outside of regular business hours.

SALARY SCHEDULE:

EFFECTIVE DATE: 05-01-2026

PAY GRADE	FLSA	MONTHLY MINIMUM	MONTHLY MAXIMUM	ANNUAL MINIMUM	ANNUAL MAXIMUM
81	Excluded	\$ 5,997.05	\$ 10,794.66	\$ 71,964.60	\$ 129,535.92

Per the Chief Justice, all appointment rates, including re-employed retirees, must be at the minimum of the pay range.

CLASS DESCRIPTION EFFECTIVE DATE: 06/21/2021

POSITION DESCRIPTION EFFECTIVE DATE: 08/05/2026