



Office of
Clerk of Circuit Court and Comptroller
Matt Reynolds

CUSTOMER SERVICE CLERK

Division/Department: Customer Service – Regular full-time position

Job Overview:

Under close supervision from management, learn to perform a variety of simple to moderately complex clerical duties relating to all functions in an assigned area(s) of the Customer Service Department of which includes court intake, counter duties, passports, marriage licenses, recording and cashiering.

Responsibilities and Job Duties:

- Assist the public at the counter and via email/phone inquiries, conduct research as requested by internal and external customers.
- Answering questions regarding Customer Service Department related services.
- Receive and record legal documents from the public including deeds, satisfactions of liens and mortgages, contracts, affidavits, certificates, etc.; reviews documents for legibility, accuracy and completeness; determines appropriate fees, collects payments and issues receipts; prepares recorded documents for scanning and indexing.
- Assist the public with searches of public records; as requested, provide copies of maps and legal documents for the public; collect payments for copies and issues receipts.
- May process applications for Passports (after being certified).
- Process marriage applications, issue marriage licenses, and perform marriage ceremonies.
- Provide Pro Se forms and assist the public with their court intake process inquiries.
- Create payment contracts.
- Assist the public with all court related intake including Civil, Family, Felony, and Misdemeanor (providing appropriate paperwork, accepting/docketing filings, creating cases, processing filing fees, determining indigency).
- Performs traffic related processes such as handling traffic payments, clear suspensions, reinstate driver licenses, issue monthly D6 suspensions to the state, etc.
- Accept payments for court costs and fines.
- Responsible for cash drawer and daily/weekly/monthly reconciliation and reporting
- Assist with Board Cashiering.
- Cross train and communicate regularly with clerks from other departments and divisions.
- Set hearing dates, prepare and process summons.

*These Responsibilities and Job Duties are not a complete statement of all duties required of the job. The successful candidate will be required to perform such other related job duties as may be assigned or required.

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Qualifications, Knowledge, and Skills:

- Strong interpersonal, organizational, and team skills.
- Ability to establish and maintain effective working relationships with Department employees; other Clerk's Office employees; vendors; Judges; BOCC personnel; and other Public Agencies and customers.
- General knowledge of related statutes, policies, and procedures.
- Outstanding customer service; ability to establish and maintain effective working relationships with coworkers, public agency personnel, and the public.
- Positive, professional attitude, and work ethic; including, but not limited to, reliable attendance per negotiated schedule, strong customer service, and interpersonal skills.
- Comfortable with independent thinking/working.
- General knowledge of Microsoft Office applications, specifically Word, Excel, and PowerPoint.
- Skills to operate with appropriate speed standard office business machines and technology.
- Strong commitment to all safety protocols, i.e., driving, lifting/carrying, operating a shredder, etc.
- Strong organization and prioritization skills.
- Ability to assist a diverse population.
- Ability to prioritize and organize work efficiently and effectively.
- Ability to communicate effectively in oral and written form and understand and follow simple to moderately complex oral and written instructions.
- Working knowledge of current office methods, techniques, practices, and procedures.
- Ability and willingness to learn multiple tasks/cross-train within the Department.

Education and Experience:

REQUIRED QUALIFICATIONS:

- Graduation from an accredited high school; or possession of an equivalency diploma.

PREFERRED QUALIFICATIONS:

At least one (1) year of administrative or clerical work which provides the minimum skills, knowledge and abilities to perform the job or exposure to work or OJT in a professional environment.

Interpersonal Work Relationships:

- Coordinating work and accomplishing duties
- Giving and receiving factual information regarding work to some subset of Judges, State's Attorney Office, Public Defender's Office, Attorneys, Bondsmen, Police Officers/Sheriff's Deputies, Probation Officers, and/or other Public Agencies, and the general public

Essential Physical Skills and Work Environment:

- Ability to: communicate using speech, vision and hearing; operate standard business machines; access file cabinets for filing and retrieval of data; and sit in court or at a computer for extended periods of time.
- Work in a standard office environment or court room; seated or helping customers at the counter.

*Reasonable accommodation(s) will be made for otherwise qualified individuals with a disability.

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POSITION: NON-EXEMPT

PAYGRADE: 100

STARTING PAY:

Clerk Trainee \$15.00 per hour

Clerk I \$18.29 per hour

Clerk II \$19.38 per hour

Clerk III \$20.55 per hour

*DOQ = Depending on Qualifications starting pay for Trainee, DOQ

DEADLINE FOR RECEIPT OF APPLICATION: 07/02/2026- Open until filled

Apply online at <https://putnamclerk.com/employment/>

Email clerkjobs@putnam-fl.gov

Call 386-326-7677

WE ARE AN EQUAL OPPORTUNITY/VETERAN'S PREFERENCE EMPLOYER AND A DRUG FREE WORKPLACE

The successful candidate must pass a drug test and criminal background check.