The Honorable Maryellen O'Shaughnessy
Franklin County Clerk of Courts

Internal and External Job Posting

Job Title:	Call Center Customer Service Specialist (Full-Time, Bargaining Unit)
Division:	General
Manager:	Brooke Elliott
Posting ID:	05-G-20
Posting Dates:	Friday, November 20th, 2020 – Friday, December 4th, 2020
Starting Salary:	$15.00 Hourly/ $31,200.00 Annually

Responsibilities and Duties:

- Provides assistance and informational services to customers, in person or by telephone, regarding the issuance of legal documents, court filings, notary requirements, verification of legal documents submitted by customer, processing transactions, and determining authenticity of documentation.
- Approves all E-File documents and verifies the contents of the documents.
- Acts as cashier to accept and validate money from payment of fees as required for various transactions, balances cash drawer, and maintains daily records of all transactions.
- Enters data from legal documents on computer and verifies the accuracy of the data.
- Performs a variety of clerical tasks in order to assist with the efficient operation of the office.

Minimum Qualifications:

- A high school diploma and/or any equivalent combination of education, experience, and training.
- Skill in computer operation, typing, and data entry.
- Ability to read, copy, and record figures, and calculate fractions, decimals, and percentages.
- Ability to carry out instructions; deal with problems within a familiar context.
- Ability to handle cash, make change and meet office balancing standards.
- Must be able to communicate effectively and respond to routine inquiries from public or officials.
- Must be able to develop and maintain effective working relationships.

Visit our application website to create a user account and submit application at https://clct.franklincountyohio.gov/employment/

Healthcare Benefits: Medical, Prescription Drug, Mental Health, Dental, Vision and Life Insurance

Contact: Sonya Thompson Phone: 614-525-4130 Email: slthomps@franklincountyohio.gov

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