



SHARON R. BOCK
Clerk & Comptroller
Palm Beach County

CLERK & COMPTROLLER, PALM BEACH COUNTY CLASS DESCRIPTION

CLASSIFICATION TITLE: ADMINISTRATOR, SELF SERVICE

GENERAL DESCRIPTION OF DUTIES

Under direction, this position provides administrative guidance to Clerk employees assigned to the Clerk's Self Service Center and coordinates all activities of contract attorneys utilized in the Self Service Center. The incumbent will ensure the Clerk's office has contract attorney coverage for the Self-Service Center. Contract Attorneys are responsible for appointments and for implementing process improvements where indicated. This position has responsibility for ensuring the Self Service Center systems and processes are updated and in compliance with federal, state, and local regulations. This position creates and coordinates training sessions and seminars for self-represented litigants and works with community partners. Work requires acute attention to detail, and the ability to process and monitor multiple priorities within established time frames. Incumbents will prioritize, coordinate and monitor activities of contract attorneys utilized to provide services to self-represented litigants who use the Self Service Center. Participates in statewide initiatives and/or development of best practices that relate to pro se.

SPECIFIC DUTIES AND RESPONSIBILITIES

EXAMPLES OF ESSENTIAL FUNCTIONS

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

Provides administrative guidance to all Clerk employees assigned to work in the Clerk's Self Service Center

Prioritizes, coordinates, and monitors activities of contract attorneys who provide services in the Self Service Center; ensures proper professional services are provided to self-represented litigants, including assistance with understanding court processes, procedures, rules, forms, and filing requirements

Provides necessary training and guidance in processing assigned tasks; assists with troubleshooting problems, providing input, guidance, and subject matter expertise

Coordinates and monitors services provided in the Clerk's Self Service Center, including public access to computers, user-friendly legal forms, community resource referrals (legal, mediation, counseling, and elder and social services), notary, copy, and fax services, training sessions and information services

Establishes and maintains schedules for contract attorneys and the operation of the Self Service Center; ensures compliance with all legal and ethical obligations

Ensures proper coverage is provided by contract attorneys for pre-scheduled and walk-in customer appointments

Ensures proper invoicing for legal services rendered by contract attorneys; monitors compliance with all provisions set forth in the Clerk's contracts with independent contract attorneys

ADMINISTRATOR, SELF SERVICE

Develops and maintains an effective and efficient record keeping and file maintenance system; ensures adherence to established filing methods and standards

Maintains established organizational/departmental productivity standards

Monitors all organizational/department-related performance and productivity standards for compliance

Safely and successfully performs essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards

Maintains reasonably regular, punctual attendance consistent with the ADA, FMLA, other federal, state and local standards and the organization's attendance policies and procedures

Comes to work and works the regular schedule and shift for the position

Complies with all personnel policies and procedures

MARGINAL FUNCTIONS

While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.

Provides customer service using multilingual skills as the need arises, if applicable

Performs related duties as directed

MINIMUM TRAINING AND EXPERIENCE

Juris Doctorate from an accredited university with membership in the Florida Bar Association in good standing, supplemented by two (2) to three (3) years of recent and relevant experience with considerable knowledge of pro se legal representation; demonstrated exceptional analytical and verbal/written communication skills, local and state legislative research skills, and familiarity with Lobby Tools® and other legislative research required; familiarity with the Clerk's Self-Service Center operations is preferred; or an equivalent combination of education, training and experience.

ADA COMPLIANCE

Physical Ability: Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require visual perception and discrimination. Some tasks require oral communications ability.

Environmental Factors: Tasks are regularly performed without exposure to adverse environmental conditions.

ADMINISTRATOR, SELF SERVICE

The Clerk & Comptroller, Palm Beach County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Clerk & Comptroller, Palm Beach County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

I can perform this job with or without a reasonable accommodation. Yes No

I would like to request a reasonable accommodation. Yes No

**If yes, you will be contacted by the Benefits Administrator to begin the interactive dialogue process.*

All job descriptions are subject to revision and amendment. I have received a copy of this job description and am fully aware of the expectations of the job.

Employee Signature

Date

Printed Name

Department