



TENTH JUDICIAL CIRCUIT
POLK, HIGHLANDS AND HARDEE COUNTIES
JOB ANNOUNCEMENT

Official Job Title: Administrative Assistant I
Salary: \$27,431.76/Annually
Closing Date: Open until filled
Work Schedule: Monday-Friday (30 hours per week)
Job Location: Polk County Courthouse

GENERAL DESCRIPTION:

The essential function of this position is to provide organizational, secretarial, and administrative support to the Child Support Hearing Officers. The person in this position is responsible for office tasks of high responsibility and confidentiality. Due to the areas of responsibility germane to this position, attention to detail and observing all applicable rules of confidentiality are critical components of which the person who works in this capacity will be expected to possess and employ at all times. The Administrative Assistant I works under the direct supervision of the Child Support Hearing Officers (CSHO) and the general supervision of the Trial Court Administrator (TCA).

EXAMPLES OF WORK PERFORMED:

NOTE: The following duties are illustrative and not exhaustive. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

The Administrative Assistant I performs a variety of administrative duties to assist in managing the daily business and support operations in the office of the Child Support Hearing Officers to include the following:

- Answers and screens telephone calls, providing allowable and appropriate information, and resolving related issues when applicable and appropriate;
- Collects data for statistical reports;
- Creates and maintains automated office systems; provides detail-oriented information to court personnel and limited allowable information to the general public as necessary, applicable and appropriate;
- Receives, processes and distributes multiple mediums of incoming and outgoing correspondence to include: emails, orders and other court and/or case related documents;
- Orders supplies;
- Performs detail-oriented data entry related to the ongoing management and daily operation related to the dockets presided over by the Child Support Hearing Officers;
- Assists with the Child Support Hearing Officers' schedules and ensures that the court calendar is up to date;
- Assists with the Child Support Hearing Officers' docket coordination and caseload management to include scheduling and noticing hearings as necessary and applicable to include completing the notification process to ensure that all applicable parties are notified in a timely manner that comports with the most current and applicable rules of procedure;

- Establishes professional relationships with judges, attorneys, State Courts System personnel, staff of state and local government agencies;
- Interacts courteously, appropriately and professionally with the public;
- Addresses confidential and sensitive issues in a professional and discreet manner;
- Completes any and all other related duties as necessary, assigned and applicable.

KNOWLEDGE, ABILITIES, AND SKILLS:

The person chosen for this position must be knowledgeable on daily administrative/operational processes in relation to the court system; proficiency in Microsoft 365 and other various applications; and possess the following abilities and skills to include, but not limited to:

- Communicate clearly and concisely, both orally and in writing with clarity and diplomacy;
- Understand and follow oral and written instructions with a meticulous attention to detail;
- Display exemplary listening and comprehension skills;
- Conduct matters with the utmost professionalism, integrity, discretion and confidentiality;
- Perform job duties timely and efficiently in a high-energy/fast-paced, professional environment;
- Interact courteously and professionally with staff, clients, Judges, attorney, court staff and the general public;
- Interact courteously and professionally with emotionally upset and/or demanding individuals;
- Take direction and follow instructions implicitly;
- Correctly prioritize and complete multiple tasks simultaneously;
- Compute simple statistics and mathematics such as percentages;
- Scan and index court documents as necessary and applicable.

MINIMUM QUALIFICATIONS:

- High school diploma; an equivalency diploma issued by a state department of education or by the United States Armed Forces Institute, or a qualifying score on the Division of Personnel Education Attainment Comparison Test may be substituted for a high school graduation.
- Administrative or clerical experience

We are an equal opportunity employer. We do not discriminate based on race, religion, color, sex, age, national origin or disability. Interested applicants must complete a State of Florida job application form and submit it no later than the closing date indicated above to:

Stephanie Sullivan
Human Resources Manager
Post Office Box 9000, Drawer J102
Bartow, FL 33831-9000
Telephone: (863) 534-4035
Fax: (863) 534-4699
ssullivan@jud10.flcourts.org

If you need an accommodation in order to participate in the application/selection process, please notify the Administrative Office of the Courts in advance by calling (863) 534-4686.