
WE LOVE HELPING PEOPLE

(and we mean it!)

Clerk of the Circuit Court Volusia County, Florida



Setting the Standard for PublicService with offices in DeLand and Daytona

WHO WE ARE?

A healthy workplace begins with structures and relationships that work together around a core set of values. Core Values are intended to transcend self-interest and inspire staff to do what is right, even when doing the right thing may be hard to do. We support the values of **Professionalism**, **Teamwork** and **Respect**. **We hope you do too!**

CONTACT US

101 N. Alabama Avenue
DeLand, Florida 32724

Web: www.clerk.org

WE HAVE TOP
PERFORMERS ALL
OVER OUR
ORGANIZATION!



Disclaimer!

We have to say...

This booklet is meant to give you a picture of the work culture. It is not a handbook with exhaustive policies and procedures.

Receiving or being in possession of this booklet does not constitute an offer of employment.

We just want you to know who we are and how we operate.

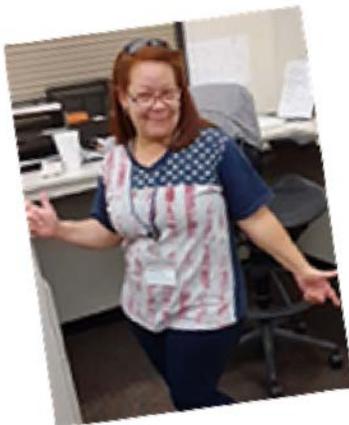
Work is not a place to go, it is something you do - and we love helping people!

Participation is the Key!

Group activities enhance our value of Teamwork and create a fun work environment. We provide opportunities to have good times together for our individual and collective well-being.

Members of Team Clerk do serious, important work. Taking a deep breath and enjoying ourselves now and then helps create balance. Remember we work HARD, but we have *fun!*

Having Fun!



You Need to Know...

Our Clerk - Laura E. Roth



Laura is an elected Constitutional Officer guiding a team of professionals who assist the judiciary and maintain the Official Records of Volusia County. As Clerk, Laura is committed to Setting the Standard for Public Service. She means it when she says - "We love helping people".

Our Duty Is to the Public



The bottom line is, the Clerk's Office handles and manages not only millions of public records, but also millions of dollars of public money. The Clerk's Office makes sure funds are distributed to the appropriate recipients pursuant to statutory law or court order.

We Are Tech Savvy Professionals



Technology plays a significant role in the Clerk's Office ability to provide timely and efficient access to public records. We are no longer File Clerks; we make accurate records accessible electronically. Our team of professionals has to be technology oriented.

How We Are Organized

Court Operations



This area handles court related processes with our judiciary and various court partners. Appeals, Child Support, Civil, Criminal, Family Law, Guardianship, Jury Service, Juvenile, Mental Health, Probate, Small Claims, and Traffic offices are part of this work area.

Administration - Recording - Records Management



The administration team oversees contracts, mail services, vehicles, insurance, safety, purchasing, office remodels, publications and facilities management. The recording team records and maintains the Official Records for Volusia County and provides public service for marriages, passports, recording and tax deeds.

Accounting - Human Resources - Information Technology



Accounting and Human Resources includes payroll, benefits, other disbursements and the banking side of the Clerk's operations. Our Information Technology team is comprised of software developers, database and system administrators, analysts, and technology support.

Confidentiality

(This is HUGE)

Just because you docketed or scanned something, performed a marriage or receipted for a foreclosure notice, does not mean you should tell others. Our constituents (and your co-workers) deserve to have their information treated with discretion and care. You would want the same. Please don't gossip in or outside the workplace.

What happens in the Clerk's Office stays in the Clerk's Office.

Quality and Productivity Standards Exist

Quality assurance is central to providing accurate and accessible documents. You can be certain we will be measuring work quality. There are also productivity standards that employees should be capable of achieving. We want you to commit to excellence.

Ring, Ring, Ring



Use your mobile device, or don't. It's up to you. Either way, the work needs to get done and you are responsible for getting your work done. We do ask that if you are in the public eye or working the front counter you do not have your phone out or take phone calls. Our constituents may find this offensive and they deserve to be your first priority. Also, if your Supervisor asks you to put your phone away please do so. It could be he/she noticed it was a distraction and is giving you a signal that productivity is slipping. Silence is golden. Please set phones to vibrate - ring tones can be annoying.

Professionalism, Teamwork, Honesty

It's All About You!



Getting the job done, participating in teamwork, managing your individual work load, and supporting organizational goals tend to position you favorably in the eyes of supervision and management. You have control over your attitude and what you contribute to the team. Simply stated - don't break the law, be kind to others, work together, and accomplish goals. So you see it really is all about you!

Like Community Service? We Do Too!



Wiffle Ball



Thank You
County of Volusia



Ride Forever
Wedding Ceremony



Shoe Drive
Volusia County Schools



Pumper Pull
Childhood Cancer Foundation



Clerk Engagement & Recognition Program

Welcome to Team Clerk! We achieve our vision of *Setting the Standard for Public Service* because *We Love Helping People*. Our recognition program is based on team or individual performance that is exceptional and contributes to our public service excellence goals and demonstrates our core values of Teamwork, Professionalism and Honesty. Our engagement program provides group participation opportunities throughout the year designed to build relationships and improve the quality of our workplace experience.



Are YOU ready to be recognized?

- Clerk of the Month
- Quarterly Division Awards
- Years of Service Milestone Ceremonies
- Anniversary Celebrations
- Clerk Commitment Awards
- Retirements

Rewards

Our individual and team rewards are designed specifically for each recognition category and can include: employee photo on the Clerk Wall of Fame, free PTO day, embroidered Clerk polo shirts, Team Clerk t-shirts, specially designed computer wallpapers, team banners, team trophies, certificates, plaques, pins, lunch rewards or allotments, internal and external recognition to include a cover feature in the Team Clerk Gazette!

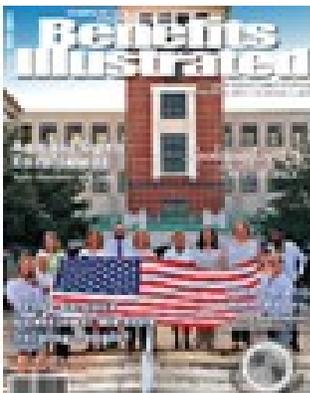
Work-Life Balance

Our organization appreciates your need to live the life you want to live. However, it is not up to us to figure that out for you. We will try hard to provide a work-life balance that creates a foundation for you to do your best work and be recognized for it - freeing up your personal time for focus on *your* personal time. We trust our employees to make the best decisions for the organization.



We trust you'll be where you need to be, when you need to be there to accomplish your work.

Our Benefits are GREAT!



- Employee Assistance
- Nationwide 457b
- Florida Retirement System
- Paid Time Off
- Health Savings Account (with HDHP)
- Aflac
- Free Gym Membership with Medical Coverage Enrollment

- Medical HMO & HDHP
- Dental
- Basic Life Insurance
- Vision
- Short Term Disability
- Long Term Disability
- Voluntary Life Insurance



The Clerk pays 100% of individual HDHP coverage.