



# A DAY IN THE LIFE - DEPUTY CLERK

You may be familiar with the role of the Clerk's Office in the justice system, but still have questions about our friendly and helpful staff. What exactly do Clerk of Courts employees do? Here we provide a behind-the-scenes look at one of our most popular positions, a deputy clerk.



**TRUDIE HARRIS, Call Center**

The role performs a variety of clerical tasks, such as:

- Filing
- Processing documents
- Maintaining records
- Recording payment of fees and fines
- Inputting pleadings into our system
- Specialized tasks (like marriage ceremonies)



Call Center employees use special support headsets to answer calls as swiftly and efficiently as possible for customers.

Some deputy clerks might perform specialized tasks, such as helping people apply for their passports!



We're the first point of contact for all the calls, and what we do is we support and assist the different branches. Any questions or inquiries that the customers may have, whether it's pertaining to traffic tickets, injunctions, getting your license reinstated, child support – it all starts at the Call Center. It gives me joy to be able to assist and support my customers, to know that I'm making a profound difference in their life. You have to have good listening skills. You have to be a person of character and integrity. You have to be a people-person, and you have to be somebody that really cares.



**BRIAN WILLIAMS, Civil Division**

Right now, I'm working on Guardianships. I'm helping people who really *can't* help themselves, making sure they're properly being cared for, or their finances aren't being wasted. In Issuance, I help issuing summonses, defaults, and writs. In Marriage Licenses and Passports, I marry people, and help people get their passports so they can go on their trips. What I like is that every day there is something new. There are so many job opportunities here. There are so many areas available to learn. There's always something new and exciting.

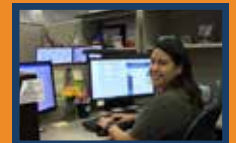
A deputy clerk might work with the public face-to-face, over the phone, online, or any combination of the three.



Some of our deputy clerks specialize in providing service at the front counters of our divisions.



Some serve customers on the phone. Some even help exclusively through calls.



Others work almost entirely on the computer, answering inquiries online.



**Office of Tiffany Moore Russell**  
Orange County Clerk of Courts

