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FOR IMMEDIATE RELEASE
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Clerk's Office Announces Launch of Customer Care Center

ST. AUGUSTINE, Fla., April 22, 2024 — The St. Johns County Clerk of the Circuit Court and County Comptroller's Office is thrilled to unveil the Customer Care Center to make it easier for residents to get the information they need. This center will be operational beginning on Monday, April 22, 2024.

"Our commitment to delivering world-class customer service to residents drives many decisions we make," said Clerk Brandon J. Patty. "By implementing this new Customer Care Center, we're saving residents' time and improving their overall experience with our office."

The Customer Care Center will revolutionize customer service experiences. The automated phone system will be eliminated and provide direct access to live customer care clerks ready to provide immediate assistance. To manage the call volume of approximately 8,000 calls per month, a call-back option was implemented to optimize response times during busy periods.

Beyond phone inquiries, the Customer Care Center enhances in-person interactions. When seeking assistance, residents will have access to a team of highly skilled cross-trained clerks to provide assistance for all Civil, Criminal, Family, and Traffic matters.

The launch of the Customer Care Center marks a significant stride towards delivering unparalleled service experiences and fostering stronger connections with our community. We welcome residents and stakeholders to share their experiences and feedback with us via email at CustomerCare@stjohnsclerk.com. For more information about clerk services and hours of operations, please visit our website at: https://stjohnsclerk.com.

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About the St. Johns County Clerk of Courts and County Comptroller
The Florida Constitution established the Clerk of Courts and County Comptroller function in 1838 to create a system of checks and balances at the county level. In St. Johns County, the clerk is Clerk of the Circuit Court and serves also as the County Treasurer, Recorder, Auditor, Finance Officer, and Ex-Officio Clerk of the County Commission.
Learn more about the clerk's office online at stjohnsclerk.com and connect with us on Facebook, Instagram and LinkedIn.