



Receptionist Juvenile Court

JC/3

JOB SUMMARY

This position performs clerical and customer service duties.

MAJOR DUTIES

- Operates a multi-line telephone system; relays incoming and outgoing calls; directs calls to the appropriate personnel.
- Greets visitors and callers to the Juvenile Court; provides information and assistance; takes messages; makes appointments.
- Copies, scans and files documents.
- Sorts and distributes mail.
- Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of general office practices.
- Knowledge of customer service principles.
- Skill in the use of a multi-line telephone.
- Skill in maintaining files and records.
- Skill in the use of computers and job-related software programs.
- Skill in oral and written communication.
- Skill in interpersonal relations.

SUPERVISORY CONTROLS

The Clerk of Juvenile Court assigns work in terms of somewhat general instructions. The supervisor spot-checks completed work for compliance with instructions and established procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES

Guidelines include department policies and procedures and supervisory instructions. These guidelines are generally clear and specific but may require some interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of related clerical and customer service duties. Frequent interruptions contribute to the complexity of the work.
- The purpose of this position is to provide customer service and clerical support for office operations. Successful performance contributes the efficiency and effectiveness of those operations.

CONTACTS

- Contacts are typically with co-workers, other county employees, representatives of external organizations, and the general public.
- Contacts are typically to give and exchange information and provide services.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or intermittently sitting, standing, or stooping. The employee occasionally lifts light objects.
- The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

MINIMUM QUALIFICATIONS

- Ability to read, write and perform mathematical calculations at a level commonly associated with the completion of high school or equivalent.
- Sufficient experience to understand the basic principles relevant to the major duties of the position usually associated with the completion of an apprenticeship or having had a similar position for at least one year.