



## BOONE COUNTY JOB DESCRIPTION

<b>JOB TITLE:</b> <u>Receptionist</u>	<b>NEW:</b> <input type="checkbox"/>	<b>REVISED:</b> <input checked="" type="checkbox"/> <small>(Please check one)</small>
<b>REPORTS TO:</b> <u>Court Administrator</u>	<b>FLSA:</b> <u>Non-Exempt</u>	<b>DATE:</b> <u>03/2017</u>
<b>DEPARTMENT:</b> <u>Alternative Sentencing</u>	<b>JOB CODE:</b> <u>600</u>	

**SUMMARY:**

Under general supervision, the Receptionist provides customer service and general clerical support for all personnel in the Alternative Sentencing department of the 13<sup>th</sup> Judicial Circuit.

**ESSENTIAL FUNCTIONS:**

*Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills, and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is **not** a comprehensive listing of all functions and tasks performed by incumbents of this class.*

Performs a variety of legal office support work; prepares and composes letters, correspondence, forms and other documents; edits, proofreads and corrects written materials to ensure correct format, spelling, punctuation, syntax and grammar prior to distribution, court filing, mailing, emailing, or faxing; receives, sorts, processes and distributes incoming mail; maintains copies of documents; operates computers, maintains, monitors, and updates files and databases; generates computer reports; performs word processing; operates office equipment; assists the public as needed; answers phone lines and e-mail; directs inquiries to the appropriate staff.

Serves as a liaison for the department; greets visitors; takes messages and/or answers inquiries regarding Alternative Sentencing programs and procedures or other court inquiries; receives, screens, and responds to requests, queries and complaints received by phone, mail, email or in person from visitors, other departments, city, county, or state agencies, and social service agencies while implementing organizational policies and procedures; schedules and coordinates appointments and meetings.

Prepares referral files; retrieves court orders from courthouse, prints circuit court docket sheets for each case; prints necessary documents from case.net; generates treatment court number in court software programs; prepares treatment court files.

Prepares admission packets; creates docket sheets when eligible persons are admitted to a treatment court; processes new participant admissions; obtains information from assessments; processes participants exiting treatment programs depending on reason for discharge; maintains paperwork on referrals found to be ineligible for treatment court.

Updates participant data; schedules appointments; tracks and documents hours of community service work assigned to treatment court participants on a weekly basis; documents all participants' positive drug test results.

Accepts urine samples and paperwork brought in from other agencies for testing; monitors and adds special testing instructions as needed.

Maintains common areas and conference rooms in an orderly, clean, and safe appearance.

Performs other duties as assigned.

**KNOWLEDGE AND SKILL:**

1. Knowledge of personal computers and standard software applications related to court support work.
2. Knowledge of filing and electronic record keeping systems.
3. Knowledge of legal processes and terminology.
4. Knowledge of English grammar, punctuation, and spelling; advanced skill in communicating effectively using the English language, both orally and in writing.
5. Skill in reading and preparing legal documents.
6. Skill in application of state and federal guidelines, rules, and statutes to perform essential functions of position.
7. Skill in mathematics sufficient to take and receipt cash money, accurately calculate and give change, balance a cash drawer and perform calculations using addition, subtraction, multiplication and division.
8. Advanced skill in discretion and maintaining confidential information.
9. Ability to learn and apply policies, procedures, documents and terminology affecting assigned functions.
10. Ability to work well with other employees, court professionals, and the public.
11. Ability to work independently and follow instructions.
12. Advanced ability to handle stressful situations effectively
13. Advanced ability to provide customer service successfully.

**PHYSICAL DEMANDS:**

The majority of work is performed in a professional office setting and is generally sedentary. Must possess vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.

Position requires CONTINUOUS sitting, upward and downward flexion of neck; fine finger dexterity and light to moderate finger pressure to manipulate keyboard, equipment controls,

and other office equipment; pinch grasp to manipulate writing utensils. FREQUENT side-to-side turning of neck, walking, standing, bending and stooping, pushing/pulling, twisting at waist, moderate wrist torque to twist equipment knobs and dials; lifting objects weighing up to 25 lbs. from below waist to above shoulders and transporting distances up to 50 yards. OCCASIONAL squatting, kneeling, reaching above and at shoulder height, moderate grasping to manipulate objects; lifting objects weighing 20-35 lbs. from below waist to above shoulders and transporting distances up to 50 feet.

**WORK ENVIRONMENT:**

This job operates in a professional office environment. Professional attire required. This position routinely uses office equipment such as computers, calculators, multi-line telephones, photocopiers, printers and scanners, hand-held recording devices, filing cabinets and fax machines. This position is routinely in contact with the public, witnesses, defendants, victims, law enforcement agencies, court employees, attorneys, and members of other entities.

**MINIMUM QUALIFICATIONS:**

High School Diploma or GED equivalent, plus two years clerical or office management experience.

**PREFERRED QUALIFICATIONS:**

One year of experience working in a legal environment.

*Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.*