

RECEPTIONIST-SECRETARY

UNIT: District Attorney's Office

FLSA: Non-Exempt

DATE: 08-10-22

NATURE OF WORK: The purpose of this job classification is to provide receptionist- secretarial support to the District Attorney's Office. The job incumbent applies confidentiality and considerable independent judgment in performance of responsibilities. Major duties include greeting and directing visitors, providing essential information, receiving and routing of telephone calls, FAX information, and electronic mail, and assisting staff with meetings and visitor contacts. The job incumbent assists in composing and processing letters, memos, reports, juror information, and legal documents; maintains computer and hard files of telephone numbers, and other important office correspondence as requested or assigned.

MAJOR DUTIES AND TASKS: The following job description was developed through a Job Analysis to include the major and most frequent duties and tasks; however, the job may involve other cross-functional duties within the District Attorney's Office, as needed.

A. Provides receptionist support by greeting, assisting, and coordinating a diverse body of visitors, including the general public, witnesses, victims, law enforcement and judicial officials, attorneys, parties to cases, representatives of outside agencies, consultants, media representatives, and other relevant parties. Assists visitors with information requests and complaints; provides directions to offices and courtrooms; assists with scheduled meetings; receives, screens, and routes telephone calls, facsimiles, and electronic mail. Essential functions are as follows:

- Greets a wide range of visitors to the District Attorney's Office and assists with directions, information, complaints, and meetings.
- Assists staff with coordination of visitor contacts and meetings.
- Initiates, receives, and screens telephone calls, answers questions, provides essential information, and routes calls to appropriate offices.
- Receives and assists with complaints and requests from the general public and District Attorney staff; researches inquiries and follows-up to ensure satisfaction, where possible.
- Intervenes with media to ensure victim's privacy.
- Receives facsimiles and electronic mail and processes inquiries and information based on the importance and urgency of the information.
- Prepares and sends facsimiles and electronic messages at the requests of staff members.

B. Prepares memos, letters, monthly reports, and other correspondence for District Attorney staff; processes papers, forms, and other legal documents; and other staff transactions as requested and according to established guidelines. Essential functions are as follows:

- Prepares memos, letters, and other correspondence for District Attorney staff as requested.
- Processes forms, papers, and other legal documents as requested.
- Maintains confidentiality of records as necessary and follows department policy regarding release of information.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of District Attorney's Office policies, procedures, and operations.
- Knowledge of administrative, judicial, and legal procedures and documentation requirements of city, county, state, and federal government agencies and courts,

- needed to assist and provide information to visitors and telephone callers and to process papers, forms, and documents.
- Knowledge of accepted protocol to use when handling phone calls and addressing staff or visitors, including the proper use of titles for elected officials, law enforcement, military personnel, and judicial officials.
 - Knowledge of proper format for legal documents including necessary information for the court and other legal entities.
 - Knowledge of business English including proper grammar, sentence structure, spelling, punctuation and vocabulary as needed to prepare reports, correspondence, legal documents, statements, etc.
 - Knowledge of word processing applications, using typewriter and computer software.
 - Knowledge of principles of office management and standard records keeping, filing, and other professional secretarial methods.
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- Skill in oral communication to include using tact and diplomacy, being articulate and concise, advising staff and resolving conflicts and problems, diffusing tense situations, and being empathetic in order to relay, exchange, or obtain important information.
 - Skill in operating office equipment such as copiers, facsimile equipment, and printers, to include troubleshooting of routine problems, loading paper, changing toner cartridges, and requesting and coordinating repair service.
 - Skill in the use of desktop computers, word processing applications, and spreadsheets.
 - Skill in writing to include clarity, conciseness, logical ordering of ideas, use of proper sentence structure, spelling, punctuation, vocabulary, and grammar, as needed to compose, edit, and proof legal documents, correspondence, and other papers prepared by the District Attorney's Office.
 - Skill in oral communication to include clarity, accuracy, and conciseness as needed to provide information to callers and visitors and route calls to appropriate personnel.
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- Ability to handle information of a sensitive and confidential nature and to maintain the confidentiality of legal, criminal, or personnel issues using good judgment and knowledge of what information can be provided or released.
 - Ability to exercise sound judgment and discretion including using tact and proper timing in determining what information should be relayed to a superior or whether to interrupt a meeting.
 - Ability to handle multiple tasks simultaneously, to complete work despite frequent interruptions, and to organize and prioritize tasks in order to respond to callers, visitors, and coworkers with requested information.
 - Ability to work independently, with little supervision and guidance, to include managing time, prioritizing tasks, and determining when staff assistance is needed for task completion.
 - Ability to appropriately screen telephone calls and visitors, apply and interpret department policies and procedures, provide guidance to employees in other departments, and properly handle or process paperwork.
 - Ability to communicate effectively orally to relay information to staff, the general public, judges' staff, media, or other law enforcement officials at the appropriate times.
 - Ability to communicate in writing in order to prepare documents, legal documents, memos, forms, etc.
 - Ability to maintain patience and display tact, compassion, and understanding when dealing with demanding employees, citizens, attorneys, public officials, media or others.

MINIMUM QUALIFICATIONS:

- High school diploma or GED or equivalent.
- At least one year administrative and secretarial experience preferred.
- Must have typing proficiency and computer skills.