ARIZONA SUPERIOR COURT IN PIMA COUNTY

Job Description

Job Title: Receptionist
Job Code: 8029
Pay Grade: 34
FLSA Status: Non-exempt

PURPOSE OF CLASSIFICATION:

Perform receptionist duties that include greeting visitors, the public, and employees responding to their questions/requests, and directing individuals to their correct destinations. Answers a multiple line telephone screening and routing calls, and explains routine office and court procedure information. Provides clerical support to office staff, and performs other duties and projects as assigned.

ESSENTIAL FUNCTIONS:

- Answers incoming telephone calls in a professional and timely manner using a multi-line automated telephone system, and routes telephone calls to appropriate persons.
- Responds to caller inquiries regarding general information such as employment procedures, hours of operation, and the availability of employees.
- Receives visitors, determines nature of business, and refers them to the appropriate division, section, or individual.
- Prepares daily signage for conference room use.
- Takes complete and accurate messages for judicial and administrative staff using automated (voice or email) or manual methods.
- Distributes personnel information and application packets as requested.
- Stamps, sorts and distributes incoming mail, sorts, and seals outgoing mail.
- Assures the reception area is stocked with appropriate materials and maintains a professional appearance.
- Maintains an inventory and status of equipment including ELMO presentation equipment, televisions with VCR/DVD players**,** and other miscellaneous equipment.
- Operates a variety of office machines such as scanners, shredders, personal computers, facsimile machines, photocopiers, and calculators.
- Provides general clerical support to court staff as requested.
- Serves as backup to support staff from other divisions as necessary.

ADDITIONAL RESPONSIBILITIES/ DUTIES:

- Prepares and types routine correspondence, reports, memoranda and various forms, index cards, form letters, lists, and envelopes for divisions as assigned.
- Sorts, logs, scans, and files memorandums, reports, minutes of meetings and other various types of documentation as requested by work units and/or divisions.
- Assists with information processing activities within the work unit.
- Enters and tracks information in manual and/or automated systems within the work unit or for another work unit or division.
- Performs other clerical duties as requested by supervisor.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Must have a general knowledge of office practices and procedures.
- Must have knowledge in the use of multiple line telephone systems and desktop computers.
- Must have the skills to interface with the public and coworkers in a professional manner.
- Must have the skills to operate various office machines and equipment, such as photocopier, desktop computer, telephone system, scanner, and other miscellaneous equipment.
- Must have the ability to file and maintain filing systems and the ability to type, edit, copy, distribute a variety of documents.
- Must have the ability to multitask in a calm and confident manner.
- Must have strong customer service and interpersonal skills.
- Must have the ability to communicate effectively with the public, vendors, and coworkers.

MINIMUM REQUIREMENTS:

A High School diploma or equivalent General Education Diploma (GED), and two years of clerical work experience that included tasks such as answering a multi-line telephone, typing/data entry, filing, use of a computer, and/or the use of various office equipment. Or, any equivalent combination of experience, training and/ or education approved by Human Resources.

LICENSES AND CERTIFICATES:

None required.

PHYSICAL DEMANDS/WORKING CONDITIONS:

Typically performs duties in an office environment and may lift materials and/or equipment 20 lbs or less.

DISTINQUISHING CHARACTERISTICS:

This is a classified position and typically reports to an Office Supervisor. The incumbent performs duties under direct supervision and has no supervisory responsibilities.

Date: 04/96
Revised: 04/00; 02/01; 07/02; 11/26/06; 04/17/12; 09/08/13

Approved by: _____ _____
Hiring Authority Date

_____ _____
Director, Human Resources Date