

RECEPTIONIST-HCRC

DEFINITION

Under supervision, acts as the initial public contact person for callers and/or visitors to the Habeas Corpus Resource Center (HCRC); provides factual information regarding functions, services, and activities; performs related work as assigned.

CLASS CHARACTERISTICS

Receptionist-HCRC is a journey-level class, fully competent to perform independently the full range of receptionist duties, which include directing individuals to the proper office or staff person, and providing factual information regarding HCRC functions, services, and activities, both over the telephone and in person. Incumbents in this class function primarily as the office receptionist and may perform routine clerical support tasks as time allows.

EXAMPLES OF DUTIES (*illustrative only*)

- Acts as the receptionist for the HCRC; determines the purpose of visits and directs visitors to the proper office or staff.
- Answers the telephone, determines the purpose of the call, and directs calls, including inquiries from the media, to the appropriate staff person.
- Provides factual information regarding the HCRC's functions, services, and activities.
- Accepts collect calls from death-sentenced prisoners and logs all collect calls; assists in placing special calls.
- Performs a variety of basic office support and clerical duties, such as collating materials, stuffing envelopes, and sending faxes as requested.
- Tracks staff availability and pages staff when necessary.
- Operates personal computer and a variety of office equipment.
- Monitors office and visitors and alerts security if necessary.

WORKING CONDITIONS

- May be restricted to work area for long periods of time.
- May be required to work overtime and on weekends and holidays.

QUALIFICATIONS

Knowledge of:

- Office practices and procedures, including filing and the operation of office equipment.
- The operation of personal computers and the use of specified computer applications, such as word processing and data entry.
- Correct business English, including spelling, grammar, and punctuation.
- Record-keeping principles and practices.
- Techniques for dealing effectively with staff, judges, court personnel, clients, and others in person and over the telephone.
- Basic principles of office security.

Ability to:

- Communicate effectively in person and over the telephone.
- Interact tactfully and effectively with those contacted in the course of the work.
- Determine the nature of a call or visit quickly and effectively and appropriately direct the call or visitor.
- Operate telephone and paging systems.
- Understand and follow oral and written directions.
- Perform detailed office support work accurately.
- Safely operate a variety of standard office equipment.
- Organize and maintain accurate files and records.
- Organize own work, set priorities, and meet critical deadlines.
- Operate personal computers and use specified computer applications, such as word processing and data entry.
- Establish and maintain effective working relationships with those contacted in the course of the work.

Licenses and Certificates:

None.

Education and Experience:

Equivalent to graduation from high school and two years of receptionist experience.

OR

One year as a Receptionist I with the Judicial Branch.