

BANNOCK COUNTY **CLASS SPECIFICATION**

LEGAL SECRETARY/RECEPTIONIST (Public Defender)

Department: Public Defender
FLSA Designation: Non-Exempt

Pay Grade: 4
Effective Date: 10/04, 8/09

Purpose of Class

Performs receptionist, general office, and clerical duties; performs related work as required.

Primary Function

The principal function of an employee in this class is to provide effective customer service, provide general clerical support and records maintenance, and answer phones. A Legal Secretary/Receptionist must possess clerical and customer service skills; he/she acquires knowledge of Department functions through on-the-job experience and becomes a Department-related specialist with a good working knowledge of Department policies and procedures. The work is performed under the supervision of the Public Defender Office Coordinator/Lead Legal Secretary. The principal duties of this class are performed in a general office environment.

Essential Duties and Responsibilities (will vary by assignment)

- Answers incoming phone calls and greets walk-in customers, provides general information to the public, answers questions and inquiries, provides specific information about court times and location, and provides referrals to other Departments or staff as needed;
- Inputs data into central computer system, and processes documents or information in prescribed manner;
- Assists customers with Department procedures and explains Department procedures/policies/programs to customers and resolves customer concerns;
- Receives, logs, and distribute incoming mail and collects and distributes outgoing interdepartmental mail;
- Prepares, distributes, and maintains a variety of documents, files, calendars, correspondence, log sheets, and related documents;
- Maintains files, logs and other records;
- Provides data entry services, faxing, typing, and filing in support of Department functions;
- Performs all work duties and activities in accordance with County policies, procedures, and safety practices.

Other Duties and Responsibilities

- Backs up other Legal Secretaries, as needed;
- Performs other related duties as required.

Competency Requirements

Knowledge of:

- Operation of standard office equipment, including a personal computer and job-related software applications;
- Customer service procedures, techniques, and objectives;
- English grammar, spelling, punctuation, and composition;
- Current office practices and procedures;
- Court and judicial procedures;
- Legal terminology.

Ability to:

- Evaluate and analyze customer needs to provide exceptional customer service;
- Learn Department functions thoroughly to provide general information and explain Department processes and procedures;
- Maintain records efficiently and accurately and to prepare clear and concise reports;
- Perform multiple tasks simultaneously, including handling interruptions, and return to and complete tasks in a timely manner;
- Perform duties accurately and efficiently under time-sensitive deadlines;
- Respond courteously to customer inquiries, which are sometimes controversial or adversarial;
- Work well under pressure;
- Follow written and oral instructions;
- Operate standard office equipment and a personal computer including program applications appropriate to assigned duties;
- Establish and maintain effective working relationships with other County employees, supervisory personnel, court personnel, local elected and appointed officials, and the public;
- Communicate effectively both orally and in writing.

Acceptable Experience and Training

- High school diploma or GED equivalency is required;
- One (1) year customer service or clerical experience is preferred; or
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

Essential Physical Abilities

- Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to discern verbal instructions and to communicate effectively on the telephone and in person;

- Sufficient visual acuity, with or without reasonable accommodation, which permits the employee to comprehend written work instructions, prepare and review documents and process them in a prescribed order, and organize documents and materials;
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate a multi-line telephone system, personal computer, and standard office equipment;
- Sufficient personal mobility, flexibility, agility, and balance, with or without reasonable accommodation, which permits the employee to work in an office environment.