



Supreme Court Clerk's Office

RECEPTIONIST/SECRETARY

Primary Purpose

Performs reception and secretarial duties for the Supreme Court Clerk's Office.

Distinguishing Characteristics

Under the direction of the Office Manager, this job performs routine duties with minimal direction. Independent judgment and discretion are applied when in direct contact with the public. Interacts frequently with co-workers, attorneys, the Attorney General's office and the public

Duties and Responsibilities

Answers all incoming phone calls, greets visitors/customers, and provides information; frequently uses court's case management to determine and explain case status; refers questions beyond expertise to appropriate subject matter expert.

Receives payments, cash and checks, for filing fees and services at the front counter.

Receives filings via direct delivery, facsimile and/or e-mail, and appropriately disseminates information.

Performs typing, generally of overflow nature, usually without deadline responsibility.

Prepares and distributes the Temple of Justice phone list; maintains records of law clerks.

Receives requests for copies of records from the general public, attorney general's office and attorneys; orders records from Records Center as needed; prepares draft billing for billing on the requests; contacts customer for pickup or mails documents requested.

Performs other duties as required.

Key Competencies

Agency Values:

- Integrity
- Honesty
- Accountability
- Teamwork
- Trust
- Respect
- Customer Service
- Communication

Behavioral Competencies

- Influencing
- Problem solving
- Planning/organizing
- Consulting
- Relationship building
- Tact/diplomacy

Knowledge, Skills and Ability

- Advanced skills in typing, office software, word processing, office equipment
 - Knowledge of grammar, spelling, clerical procedures, office procedures/standards
 - Knowledge of techniques of business correspondence and report writing
 - Knowledge of office practices including filing, indexing & cross-reference methods
 - Accuracy and attention to detail in the delivery of work products
 - Ability to maintain confidentiality
 - Ability to communicate effectively both orally and in writing
 - Understands customer expectations and ensures work meets those expectations
 - Professionalism and poise in dealing with the public, attorneys, staff, co-workers
 - Ability to multi-task and effectively work on multiple projects simultaneously
 - Effectively prioritize, organize, manages time to meet deadlines & work schedules
 - Ability to analyze problems and develop recommendations and options
 - Basic knowledge and understanding of the appellate review process.
 - Ability to lift and move heavy pouches/boxes of 35-50 pounds
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Qualifications and Credentials

An Associate of Arts degree in legal secretarial science **AND** Two years secretarial/clerical experience (appellate or superior court experience is preferred). Computer and word processing skills are required.

OR

Graduation from high school or GED **AND** Five years secretarial/clerical experience, two years of which must be in a legal environment (appellate or superior court experience preferred). Computer and word processing skills are required.

SALARY RANGE: 36

- This position is covered by the Fair Labor Standards Act (FLSA).

10/14: Updated; 02/08: Revised; 08/04: Revised; 06/01: Revised 5/2016