

Position Title: Communications Assistant I
Department: Administration
FLSA Status: Included
Class: 5021
Pay grade: 70
Prepared Date: 06/03/2011

ESSENTIAL DUTIES AND RESPONSIBILITIES

The primary responsibility of the Communications Assistant I is to provide a combination of receptionist duties and related clerical functions to the agency and legal staff. Duties include, but are not limited to:

- a) Professionally administer all incoming calls.
- b) Ensure phone calls are responded to or redirected accordingly.
- c) Greet guests in a professional, friendly, hospitable manner.
- d) Perform a variety of clerical duties including but not limited to filing and data entry.
- e) Pickup and delivery of correspondence/files throughout the courthouse complex.
- f) Performs related work as required.

SUPERVISORY RESPONSIBILITIES

There are no supervisory responsibilities

QUALIFICATIONS

To perform this job successfully, an individual must be customer service driven and able to perform each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Ability to:

Communicate effectively and professionally with clients and staff
Use correct English grammar, spelling, and punctuation
Follow written and oral instructions and procedures
Data entry into information software program (CJIS)
Exhibit sound judgment and good listening skills
Handle matters with integrity and confidentiality
Use personal computer and general office equipment
Be extremely organized, establish priorities, and meet deadlines
Maintain an effective filing system
Manage multiple assignments simultaneously including long- and short-range projects
Be flexible in work assignments and processes based upon need
Travel to various locations throughout the circuit as needed
Effectively utilize MS Office
Work with minimum supervision
Reflect a professional appearance

EDUCATION and/or EXPERIENCE

Graduation from high school and one year customer experience. An equivalency diploma issued by a state department of education may be substituted for high school graduation. English fluency required. Bilingual ability preferred.

LANGUAGE SKILLS

Ability to read, analyze and interpret general business periodicals, technical procedures, legal documents and governmental regulations. Ability to write business correspondence.

COMPUTER SKILLS

Basic computer skills are required including: keyboarding, use of PC's, printers, etc. Microsoft Office experience preferred.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals.

REASONING ABILITY

Must be able to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations. Must be able to evaluate problems, isolate key issues, research and develop alternative solutions.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to be mobile, speak and hear. The employee frequently is required to sit and reach with hands and arms. The employee is occasionally required to stand. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.

CERTIFICATIONS, LICENSES, REGISTRATIONS

Valid Florida Driver's license.

WORK ENVIRONMENT

The noise level for this position is moderate.

EQUIPMENT UTILIZED

Personal computers, printers, copiers, scanners, telephones, calculators,

This position description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

This position description has excluded the marginal functions of the position that are incidental to the performance of essential job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the employee will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills and abilities. Employees of the Office of the Public Defender are at-will employees. This document does not create employment contract, implied or otherwise, and may be revised or rescinded at any time, due to operational necessity, at the sole discretion of the Public Defender.

I acknowledge that I am capable of performing each of the essential Duties and Responsibilities. I am able to meet the Physical Demands as described or I will otherwise IMMEDIATELY inform my Supervisor and Human Resources to process a formal request for Reasonable Accommodation according to ADA Regulations.

Print Name _____

Signature _____ Date _____