

POSITION OPENING

DEPARTMENT: Kendall County Court Services

POSITION: Support Staff/Receptionist

RESPONSIBLE TO: Office Manager

QUALIFICATIONS: Basic Computer skills and ability to navigate phone systems and basic office equipment. Ability to work with diverse populations of the public is a must. Minimum of a high school education or equivalent.

RESPONSIBLE FOR: Reception; data, which includes general and court correspondence, case notes, and reports; file set-up; and other general office duties.

GENERAL EMPLOYMENT

QUALIFICATIONS: In addition to the minimum education requirements, the successful applicant will have demonstrated ability in the following:

- * Oral/Written Communication Skills
- * Interpersonal Sensitivity
- * Planning/Organizing
- * Problem Analysis
- * Judgment
- * Attention to detail

WORKING HOURS: 37.5 hours per week

STARTING DATE: February 20, 2023 or after

SALARY RANGE: \$34,449.84 (plus \$100/mo stipend if Spanish speaking)

APPLICATION DEADLINE: Open Until Filled (preference given for those received by 02-10-23)

APPLICATION PROCESS: Cover Letter and resumes accepted by:

Darian Kerr, Office Manager
Kendall County Court Services
807 W. John Street
Yorkville, IL 60560
dkerr@kendallcountyl.gov

Bi-Lingual Preferred (Spanish/English)

“EEO Employer / Program. Auxiliary aids are available to individuals with disabilities upon request”

1/27/2023

KENDALL COUNTY - JOB DESCRIPTION

JOB TITLE: Support Staff / Receptionist

JOB CODE:

**Non-Exempt
Services**

DEPARTMENT: Court

GENERAL SUMMARY

Under the direction of the Office Manager of Court Services, the Receptionist/Support Staff will be responsible for the answering of all incoming phone calls, routing them to the appropriate personnel, and/or taking the appropriate messages. The Receptionist/Support Staff will also be responsible for setting up case files and routing mail to its appropriate place. The Receptionist/Support Staff will greet people and notify staff their appointments are waiting for them. The Receptionist/Support Staff will greet all individuals from court and provide them with the appropriate information. The Receptionist/Support Staff is responsible for the achievement of departmental objectives, as well as ensuring a high quality and cost effective service delivery. The Receptionist/Support Staff performs special projects and/or duties as directed by the Office Manager.

PRINCIPLE DUTIES AND RESPONSIBILITIES

1. Greets the public and notifies staff of an appointment waiting for them.
2. Greets individuals from court and provides them with the appropriate information.
2. Makes copies of information and appropriately sets up files.
3. Receives phone calls, takes messages, logs/assigns cases for the appropriate officer.
4. Opens, date stamps, and distributes mail to the appropriate person.
5. Maintains an accurate record of all cases assigned within the department via the log book.
6. Accurately enters data from court orders into department case management system.
7. Adheres to all Court Services policies and procedures.
8. Maintains positive working relationships with persons, agencies, and other units of the criminal justice system who come into contact with the Court Services organization.
9. Complies with all applicable statutes.
10. Assesses on a continuous basis methods to improve service delivery.
11. Performs special projects and/or duties and responsible for the successful completion of directives as specified by the Office Manager.
12. Attends and participates in regularly scheduled staff meetings.
13. Submits accurately documented weekly time sheets to the Office Manager on a timely basis.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED

1. Requires prompt attendance for scheduled work shift.
2. Knowledge skills and abilities acquired through the completion of a high school degree.
3. Requires typing skills of 50 wpm as normally required through the completion of typing classes.
4. Requires ability to utilize a personal computer with Word/Excel and/or other programs, and phone.
5. Requires extensive receptionist abilities.
6. Requires ability to interact with a diverse group of individuals coming into contact with the Court Services organization.
7. Requires organizational skills necessary to prioritize a varied workload.
8. Requires organizational ability to assign tasks and process, date stamp mail to the appropriate staff persons/unit.
9. Requires oral communication skills necessary to disseminate accurate information to staff and the

public.

10. Requires attention to detail to ensure accurate data entry into departmental case management system.
11. Ability to transport oneself in order to accomplish job performance requirements as dictated by Court Services Policy and Procedures.

PHYSICAL DEMANDS OF THE ESSENTIAL FUNCTIONS

75% or more of the work time is spent sitting, talking, hearing (perceive sounds including spoken words), the ability to distinguish objects clearly at 20' or further with glasses if needed and the ability to distinguish objects clearly at 20" or less with glasses if needed, fingering including typing and writing. About 50% of the work shift is spent standing. Handling or manipulating objects with the hand is spent about 10% of the time, or typing using the fingers. Walking, reaching, lifting an object 10 pounds or less is required in unusual or non-routine situations. Stooping, kneeling, crouching, crawling, running, swimming, grappling with the defendant, climbing, balancing, bending, twisting, feeling (using the sense of touch in fingers), lifting objects 20 pounds or more, carrying objects weighing 10 pounds to 100 pounds, pushing or pulling (from 10 pounds to 100 pounds) is not required. Handling objects (manipulating objects with the hands, such as controlling a front end loader, performing surgery, or soldering small components together) is not required.

WORKING ENVIRONMENT WHILE PERFORMING ESSENTIAL FUNCTIONS

75% or greater of the work time is spent inside protected from weather conditions, exposure to radiant/radiation hazards. Noise in excess of 90 decibels, electrical hazard, physical attack or injury from a defendant, exposure to atmospheric conditions such as fumes, odors, poor ventilation, are present only in unusual situations. Outside exposure to extreme heat or cold, wet or humid, vibrations, mechanical hazards, chemicals, burns, explosives, heights above 12', hazards from fast moving vehicles, atmospheric conditions of dust, or physically confined worksite are not present.

EQUIPMENT USED TO PERFORM ESSENTIAL FUNCTIONS

Copy machine, computer terminal, camera monitor, phone system (voice mail). Transportation sufficient to accomplish job objectives will be needed.

REPORTING RELATIONSHIPS

Reports To: Office Manager
Directs Work Of: None

HIRING CONTINGENCY

After an offer of employment is extended to a specific candidate, said candidate's hiring is contingent upon passing a criminal background check, drug test the candidate obtaining a tuberculosis-screening test.

All employees, including those with a history of Bacillus of Calmette and Guerin (BCG) vaccination, should receive a "Two-Step" Mantoux tuberculin skin test unless a previously positive reaction can be documented. The Two-Step must be performed at the Kendall County Health Department or a personal physician at a nominal cost to the employee. Documentation of the test results must then be provided to Court Services Administration.

Individuals with active pulmonary or laryngeal TB will not return to work until there is definite proof of lack of infectivity in respect to negative cultures and negative sputum smears. Documentation of the test results must then be provided to Court Services Administration.

All employees with negative PPD's will be retested annually by Kendall County Health Department.

Prospective employee has completed a criminal background check and drug screen.

BLOODBORNE PATHOGEN RISK CODE: Yes

RECEIPT AND APPROVAL

Employee Name (Print)

Employee Signature

Date

Name

(Dept. _____
Hd/Elected)

Title