

Sonoma County Office of Education – Job Description

Classified Confidential

LEGAL RECEPTIONIST - CONFIDENTIAL

Definition:

Performs receptionist and administrative support duties for a legal office. Answers and directs all incoming calls using a centralized phone system, with multiple lines. Receives callers, determines nature of business and directs callers to the appropriate destination. Performs routine administrative support duties that can be completed in an environment of constant interruptions. Receives and distributes mail and legal document deliveries that are often highly confidential.

Distinguishing Characteristics:

This position is administrative in nature requiring previous experience operating a centralized phone system with multiple lines in a confidential legal environment. This position requires well-developed knowledge of the terminology, practices, and procedures of a confidential legal environment. This position requires the ability to assist the lead administrator and other support staff in the organization of office functions.

Supervision Exercised and Received:

Serves under general supervision within the framework of standard policies and procedures.

Example of Duties and Responsibilities:

Duties and Responsibilities may include, but are not limited to, the following:

- Operates a centralized phone system, with multiple lines to receive incoming and facilitate outgoing calls. Takes and delivers messages and routes calls to the appropriate staff member.
- Greets visitors, staff, parents, students, etc. in person or over the telephone or electronically, ascertains the nature of business and provides standard information related to legal services. May issue identification badges to visitors, ensuring they record the nature of the visit.
- Performs a wide variety of responsible administrative support related assignments. Types letters, memoranda, work orders, purchase orders, labor contracts, reports or other materials from straight copy, rough drafts or verbal instructions. May assist in the preparation of handbooks and other program materials and websites.
- Maintains records and processes documents of moderate complexity requiring knowledge of the terminology, policies and procedures of a legal office.
- Establishes and maintains a variety of filing systems using a computer and document retention system.
- Receives and enters a variety of text and numeric data onto established data entry screens. Information includes, but is not limited to, mailing lists, purchase orders, inventory, statistics, expense claims, and billing information.
- Reserves physical and virtual meeting rooms for use.
- Compiles statistical data, posts routine administrative or financial transactions or other data and maintains various department information into established data entry formats. Searches out

information in departmental records and files. Reviews and prepares documents for entry of information into electronic data processing systems. Follows up as necessary to complete documents. Enters and updates information into the system according to standard formats.

- Maintains calendars of schedules, programs, deadlines, and due dates for the department. Notifies and reminds staff of critical dates and events.
- Performs event registration duties.
- Receives, sorts and distributes incoming mail and legal document deliveries.
- Composes routine correspondence independently as appropriate.
- May type and process purchase orders.
- Operates a variety of current office machinery and equipment including a computer, facsimile machine, copier and multi-line telephone, etc. as well as digital systems and websites.
- Performs other duties as required to accomplish the objectives of the position and the administrative needs of the legal office.

Employment Standards:

Knowledge of:

- Working knowledge of modern office practices, legal office procedures, equipment, filing, financial record keeping, receptionist and telephone techniques and etiquette.
- Working knowledge of the information flow and operations of a legal office.
- Working knowledge of proper English, grammar, spelling and punctuation sufficient to prepare routine correspondence and documentation in proper legal format.
- Working knowledge of the operating characteristics of common office equipment including computers and office productivity software, copiers, facsimile machines, websites, etc.
- Working knowledge of departmental procedures and standing instructions related to work performed.
- Basic knowledge of accounting data entry systems and record keeping procedures and practices.
- Math skills sufficient to compute sums, quotients, fractions, percentages, and ratios.
- Sufficient communication skills to greet and work cooperatively with clients and co-workers, and convey a positive, service-oriented image of the department.
- Sufficient human relations skills to communicate technical and sensitive concepts to others with tact and diplomacy.
- Knowledge of safe work practices.

Ability to:

- Perform all of the relevant duties of the position with only general or limited supervision.
- Operate a computer using accepted office software including word processing, databases, spreadsheets, and the use of common office equipment.
- Type or keyboard accurately at a rate of speed sufficient to meet the duties of the position.
- Learn, understand and apply office rules, regulations and policies required for effective job performance.
- Analyze recurring problems and apply appropriate solutions.
- Read, understand and apply information from labor contracts, and state, federal and local laws and regulations, policies and procedures.
- Write correspondence in a professional manner.
- Maintain confidential and sensitive information.

- Prioritize work in order to meet multiple deadlines and conflicting demands, while maintaining schedules.
- Maintain an orderly work environment and perform tasks in a prescribed and safe manner.
- Maintain and improve professional skills and knowledge.
- Be flexible and receptive to change and work effectively as part of a team devoted to customer service.
- Initiate projects and tasks within the functions of the department.

Computer Skills:

- Intermediate Word Processing skills, such as the ability to create, edit, spell check, format and save files for cross-platform use and in different versions; work with toolbars, menus, and rulers; insert graphics; use borders; and print labels and envelopes.
- Intermediate Database skills, such as the ability to sort and retrieve records; create layouts and reports; create and print mailing labels; perform mail merge for form letters; add, edit, delete fields and records.
- Intermediate spreadsheet skills, including the ability to open, modify, save, and print a new or existing spreadsheet, and enter text and numbers.
- Intermediate email skills, including the ability to send and open a file attachment.
- Basic desktop publishing including the ability to open, save, and print an existing desktop publishing document and make simple word processing changes.
- Internet usage, website usage and organization using appropriate and professional conduct.

Education and Experience:

Any combination of education and experience that would provide the knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

- Requires a High School diploma or equivalent supplemented by college-level coursework or formal training in office procedures and record keeping.

Experience:

- Requires two years' experience in a clerical, reception, accounting clerical, or customer service setting, preferably in a legal services environment.

Physical Abilities:

The physical abilities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- The position requires ordinary ambulatory ability to retrieve work materials, intermittent walking, standing, stooping and carrying and lifting of light-weight materials (under 20 pounds).
- Requires visual acuity sufficient to recognize people, words and numbers.
- Requires hand-eye-arm and finger dexterity to use a computer keyboard, ten-key and other common office equipment.
- Requires speaking and hearing ability sufficient to hear over phone and carry on routine conversations.

Work environment:

- Work is performed in an office environment with minimal exposure to health and safety considerations.

Other Requirements:

- Must be fingerprinted and satisfactory Department of Justice and Federal Bureau of Investigation records checks must be received by Sonoma County Office of Education prior to employment.
- TB testing will be required upon employment.
- Must pass a pre-employment physical (if applicable).
- Visual acuity sufficient to read manuals, video display screens and other related material and work at a computer screen frequently and throughout the day.
- May be required to obtain first aid and CPR certificates within the first 6-12 months of employment.
- May be required to drive with or without students; some positions may require a current California driver's license, proof of insurance and possible participation in the DMV Pull Notice Program once employed.

Other:

- Revised: February 22, 2021
- FLSA Status: Non-Exempt
- Bargaining Unit: Unrepresented
- Approved by: Personnel Commission