



Austin American Statesman
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Office of Court Administration
Megan LaVoie, Administrative Director

Job Posting

Posting Date: June 11, 2024

Job Listing Identification Number: 00042864

State Job Classification: Administrative Assistant IV

Functional Title: Front Desk Receptionist

Monthly Salary: \$3,500.00 - \$4,000.00

Remarks: Salary commensurate with experience.

Closing Date: June 25, 2024

State Class. No. and Pay Group: 0156/A15

FLSA Status: Exempt Non-Exempt

Location: Austin, TX

Type of Job: Full Time Part Time

Travel Required: Yes No

Job Description:

The Front Desk Receptionist is a part of our Human Resources (HR) team and reports to the HR Director. They will be responsible for performing highly complex (senior-level) administrative support work. This role will manage the responsibilities of the front desk and support administrative HR functions. This position works under limited supervision, with moderate latitude for the use of initiative and independent judgment and may occasionally receive instruction or assistance as new, unusual, or unique situations arise and assist others in performing higher-level work.

Essential Job Functions:

- Greets visitors and directs them to the proper agency staff or department.
- Answers the agency's main telephone line in a professional, service-oriented manner and either answers routine questions, takes messages, or routes calls to the proper agency staff or department.
- Receives fax transmissions via email and distributes to proper agency staff or department.
- Provides information and customer service to staff, stakeholders, and agency management in the daily operations of the agency.
- Assists with mail management by providing guidance to staff on mail procedures (e.g. labels, certified mail, delivery services), monitoring postage balances, and maintaining adequate mail supplies.
- Provides daily mail support, which includes date-stamping, sorting, logging and uploading invoices and travel vouchers, distributing mail, and maintaining confidentiality.
- Receives and signs for packages at the front desk; then contacts appropriate staff for pick-up.
- Submits minor maintenance requests through Texas Facilities Commission portal.
- Assist with the coordination of meetings, preparation of meeting materials, and set-up/tear-down of meeting spaces.
- Maintains the Front Desk Manual (includes procedures and reference resources).
- May assist with screening applications for minimum and preferred requirements.
- Assists with scheduling interviews for hiring managers and directors.
- Maintains e-personnel files, ensuring all pertinent documents are filed using a standard naming convention.
- Attends work on a regular and predictable schedule in accordance with agency leave policy.

- Maintains confidentiality when working with sensitive and confidential information.
- Maintains a high level of professionalism and provides efficient and effective customer service.
- Performs related work as assigned and complies with all OCA policies.

Minimum Qualifications:

- Graduation from high school or GED.
- Three years of experience performing clerical or administrative support work.
- Proficient in Microsoft Outlook, Word and Excel.

Preferred Qualifications:

- Associate degree or sixty college hours from an accredited college or university experience in business, business operations, human resources or related field.
- Experience working for a state agency or judicial entity.
- Experience working with a wide variety of internal and external customers, including senior level management and/or judicial officers.
- Experience working in the Centralized Accounting, Payroll and Personnel System (CAPPS).
- Experience using Microsoft SharePoint.

Knowledge, Skills, and Abilities (KSAs):

- Knowledge of legal principles, practices, and proceedings
- Knowledge of agency laws, regulations, and rules.
- Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Skill in the use of a computer and applicable software.
- Ability to prepare legal documents.
- Ability to interpret and apply laws, rules, and regulations.
- Ability to conduct research.
- Ability to summarize findings.
- Ability to communicate effectively.

Employment Conditions:

- Operates standard office equipment.
- Performs sedentary office work.
- May be required to move equipment or other materials weighing up to 20 pounds.

Note: The following Military Occupation Specialty (MOS) codes are generally applicable to this position. Army: 15P Aviation Operations Specialist; Navy: AZ Aviation Maintenance Administration; Coast Guard: YN Yeoman; Marine Corps: 0100 Basic Personnel and Administration Marine; Air Force: 3F5X1 Administration; Space Force: No military equivalent. Applicants must fully complete the summary of military experience applicable to the

position to determine if minimum qualifications are met. However, additional Military Crosswalk information can be accessed at

https://hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC_AdministrativeSupport.pdf

To Apply: All applications for employment with the Office of Court Administration may be submitted electronically through [CAPPs Careers](#) and can be viewed on www.WorkinTexas.com. Applications must be complete, including start and end dates of work experiences. Following a screening of applications, interviews of qualified applicants who have submitted a completed state application will be scheduled. Only applicants interviewed will be notified of their selection or non-selection.

An applicant's response to the question regarding Former Foster Youth on the state application is optional if you are applying for employment with the Office of Court Administration.

The Office of Court Administration is an equal opportunity employer and does not discriminate on the basis of race, color, religion, sex, national origin, age or disability in employment or in the provision of services. In compliance with the Americans with Disabilities Act, any request for reasonable accommodations needed during the application process should be communicated to Human Resources. 1-800-RELAY TX (for hearing impaired).

The Office of Court Administration participates in E-Verify and will provide the Social Security Administration, and, if necessary, the Department of Homeland Security, with information from each new employee's Form I-9 to confirm work authorization. Section 651.005 of the Government Code requires males, ages 18 through 25, to provide proof of their Selective Service registration or of their exemption from the requirement as a condition of state employment.