



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

Job Posting

Posting Date: November 4, 2024

Job Listing Identification Number: 00046246

State Job Classification: Staff Services Officer II

Functional Title: Front Desk Receptionist

Monthly Salary: \$4,800.00 - \$5,000.00 (monthly)

Remarks: This position is required to be in-person Monday through Friday.

Closing Date: November 18, 2024

State Class. No. and Pay Group: 1551/B18

FLSA Status: Exempt Non-Exempt

Location: Austin, TX

Type of Job: Full Time Part Time

Travel Required: Yes No

Job Description:

This position serves at the Front Desk (receptionist) for the Office of Court Administration, while also providing Human Resources assistance to the Human Resources team.

Performs moderately (journey-level) staff services work. Work involves greeting customers both in person and on the phone, accepting/sending daily mail, scanning, screening applications, drafting job postings, scheduling meetings, and performs several staff services functions, and assisting the Human Resources team as needed. Works under general supervision, with limited latitude for the use of initiative and independent judgment.

Essential Job Functions:

- Screens telephone calls and greets visitors to the Office of Court Administration; routes calls and directs visitors to appropriate staff.
- Provides information and customer service to staff, stakeholders, and agency management in the daily operations of the agency.
- Provides daily mail support, which includes date-stamping, sorting, logging, scanning, and distributing documentation.
- Receives and signs for packages at the front desk, then contacts appropriate staff for pick-up.
- Files documents and assists with the maintenance of files and records, including electronic personnel files.
- Participates in New Employee Orientation, and assists with the overall onboarding experience on new employee's day one, including scheduling, setting up meeting space, coordinating with HR staff, and incoming new employees.
- Assists with posting job vacancies and receives employment applications within CAPPS Recruit and screens applications; updates screening reports as needed.
- Assists Human Resources with scheduling interviews and may assist other divisions in scheduling interviews and setting up meeting space.

- Assists with the coordination of meetings, preparation of meeting materials, and set-up/tear-down of meeting spaces, including agency-wide functions.
- Maintains confidentiality when working with sensitive and confidential information.
- Performs routine human resources correspondence and reports and participates in weekly meetings with HR staff.
- Performs related work as assigned and complies with all Office of Court Administration policies and procedures.

Minimum Qualifications:

- Graduation from an accredited four-year college or university with major coursework in human resources management, business or public administration, organizational development or a related field is generally preferred. Experience and education may be substituted for one another.
- One (1) year of experience providing office support, administrative support, or human resources support.
- Experience engaging with customers and/or addressing the general public.

Preferred Qualifications:

- Two (2) years of experience supporting administrative functions for a Texas state agency.
- Experience engaging with and communicating with the public and/or internal customers of Texas state agency.
- Experience in human resources, customer service, or administrative support for a Texas agency.

Knowledge, Skills, and Abilities (KSAs):

- Knowledge of the principles and practices of administrative management; human resource and/or accounting function programs such as CAPPs, CAPPs HR/Payroll.
- Skill in oral and written and verbal communication; in conducting interviews; in using a computer and applicable software, including HR-related applications; in problem solving; and in prioritizing and handling multiple tasks.
- Ability to explain policies and procedures to staff and the public; to maintain confidential and sensitive information; to develop and analyze human resources process; to establish and maintain effective working relationships with applicants, employees, and the general public and to communicate effectively.

Employment Conditions:

- This position is expected to cover the front desk for the reception area for the Office of Court Administration. Coverage is for normal business hours, Monday-Friday.
- Performs sedentary office work.

Note: The following Military Occupation Specialty (MOS) codes are generally applicable to this position. Army – 42A, Human Resources Specialist; Navy – NC, Navy Counselor; Coast Guard – YN, Yeoman; Marine Corps – 0111, Administrative Specialist; Air Force – 3F0X1, Personnel; 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_ProgramManagement.pdf

To Apply: All applications for employment with the Office of Court Administration must 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.