



## METROPOLITAN PUBLIC DEFENDER SERVICES, INC.

### JOB DESCRIPTION

#### SECTION ONE – POSITION INFORMATION

Classification Title:	Office Assistant
Department:	Office Services
Supervised by:	Office Services Manager
FLSA:	Non-Exempt
Union Representation:	AFSCME Public Defenders Local 3668
Grade:	2
Salary:	\$12.05 - \$18.24 \$25,082.46 - \$37,958.18

#### SECTION TWO – SUPERVISION RECEIVED AND EXERCISED

Office Assistants receive general supervision from assigned management staff. This position does not exercise supervision over another support staff position.

#### SECTION THREE – POSITION SUMMARY

The Office Assistant position provides general office administrative support to the defense team. There are three weekly job rotations: reception, file room and general office/court run. The work performed requires a general knowledge of the organization's operations.

#### SECTION FOUR – ESSENTIAL FUNCTIONS

The essential duties of this position include, but are not limited to, the following elements which require the Office Assistant to:

- Professionally place, receive and route calls through a computerized phone system.
- Monitor and/or update phone presence/DND as needed and assist in troubleshooting phone problems.
- Greet employees, clients and visitors in a professional, friendly and hospitable manner.
- Take accurate messages and relay them on a timely basis.
- Immediately notify supervisors, administrative staff and the defense team of employee's unscheduled absences from work.
- Access case management software to look up names for accurate routing of calls or clients.
- Assist in implementing office security and safety procedures; monitor security cameras and report unusual situations to appropriate staff; write incident reports, if necessary.
- Responsible for the receipt, logging and distribution of legal documents and inter-office courier.
- Manage the filing and archival systems for closed client files.

- Maintain office equipment, copiers, printers, scanners and fax.
- Organize and deliver documents (i.e. to the Courthouse, Justice Center and/or jail facilities).
- Daily date stamp and distribute incoming mail and court documents.
- Maintain appearance of reception counter, office lobby and interview areas.
- Manage the filing system including file closed case files, maintain file room, handle warehousing and return of stored files, maintain and develop new filing systems, file preparation.
- Create file destruction lists using defined retention schedule.
- Assist with physical and electronic in-house telephone moves and phone mail profile maintenance.
- Perform daily security check and office lockup procedure.
- Handle emergency situations including: receive calls related to elevator emergencies and take appropriate action based on policy; initiate fire and evacuation procedures per policy; assess any problem situations in the lobby and seek assistance based on policy.
- May perform various clerical duties such as processing mail, typing, e-mail, word-processing, photocopying, scanning, faxing, burn CDs, print color photos, collating digital file transfer or drop box using discovery portal.
- May assist in the ordering, receiving, stocking and distribution of office supplies.

#### SECTION FIVE – NONESSENTIAL FUNCTIONS

- Maintain availability to other staff members for consultation and education; participate in training programs; maintain current knowledge of appropriate support functions.
- Maintain a professional demeanor within and outside the office.
- Participate actively in staff meetings, office committees, projects and training, as required.
- Train backup personnel in proper operation of phones, logging arrivals and departures and other elements pertinent to relief operations of the reception desk and other essential functions.
- Provide miscellaneous clerical support, including file preparation, pickups and deliveries, and prepare packages for mailing.
- Under the direction of the Chief Legal Assistant, may redact discovery using Adobe software.
- Other duties, as assigned.

#### SECTION SIX – EQUIPMENT OPERATED

Computer, telephone, fax, postage meter, and networked copiers, printers, and scanners.

#### SECTION SEVEN – JOB SPECIFICATIONS

##### **KNOWLEGE**

- High school diploma or GED.
- Education or experience working in the legal or social service field is preferred but not required.
- General knowledge of proper grammar, punctuation, spelling and capitalization.
- Basic knowledge of arithmetic (addition, subtraction, multiplication and division).
- Basic knowledge of Microsoft Office applications (Word, Excel, Outlook)

##### **SKILLS**

- Skill in operating a computer to search, enter, update, correct, and retrieve information.
- Skill in performing general clerical duties including accurate filing using an alpha and numeric filing system.
- Skill in communicating orally and in writing with a variety of people, gathering and exchanging information.
- Skill in typing (proficient at 35 words per minute with 100% accuracy)
- Skill in operating typical office equipment such as phones, computer, fax, calculator, printer, copier, scanner, and postage meter.

**ABILITIES**

- Ability to perform all three job rotations (reception, file room, general office/court run).
- Ability to maintain confidentiality of agency records.
- Ability to visually monitor computerized telephone system to answer telephones courteously and write and relay messages accurately.
- Ability to courteously greet employees, clients and guests.
- Ability to deal effectively with people of widely divergent backgrounds.
- Ability to relate empathetically to clients and their special needs.
- Ability to learn and work within office policies and procedures affecting assigned work.
- Ability to apply office policy, procedures and work rules affecting assigned work.
- Ability to organize work efficiently and to make appropriate decisions concerning work methods.
- Ability to review forms or information for accuracy and completeness.
- Ability to apply common sense understanding to carry out simple instructions.
- Ability to work independently and as part of a team.

**SECTION EIGHT – PHYSICAL REQUIREMENTS**

Reception Rotation: The work is sedentary, but fast paced. Typically the employee sits comfortably to do the work.

File Room Rotation: This work requires some physical exertion, such as long periods of standing, recurring bending, crouching, stooping, stretching, reaching or similar activities; climbing up, down and balance on a step stool or step ladder; and recurring lifting of files and/or file boxes up to 30 lbs.

General Office/Court Run Rotation: This work requires some physical exertion including the ability to walk up to one mile once daily carrying up to 10 pounds of material to be distributed to and from the court house or jail facilities.

**SECTION NINE – WORK ENVIRONMENT**

The work environment is friendly, team-oriented, cooperative and respectful. The requirements of this position are performed in an office setting. Office Assistants work from 8:00 a.m. to 5:00 p.m. Monday through Friday. Regular and predictable attendance is a requirement of the job. Overtime must be pre-approved by the Office Services Manager.

**APPROVALS & REVISION DATES**

**Created April 7, 2014**

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Executive Director Date

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Executive Director Date

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Employee's Signature Confirming Receipt of this Job Description

Date