


JOB DESCRIPTION	<b>EXTERNAL</b>
<p style="text-align: center;"><b>County of York</b></p>  <p style="text-align: center;"><b>DISTRICT ATTORNEY'S OFFICE</b></p>	<p style="text-align: center;"><b>SECRETARY / RECEPTIONIST</b></p> <p>Status: Full-Time</p> <p>FLSA: Non-Exempt / Hourly</p> <p>Salary: \$18.21 - \$20.09 hourly</p> <p>Union: M.S.E.A. – Grade 4</p> <p>Reports To: District Attorney or Designee</p>

### **Job Summary**

This full-time Secretary / Receptionist position will assist the District Attorney and staff with the efficient and accurate processing of all incoming phone calls and mail processing. This individual will serve as the initial point of contact for all walk-in visitors to the office.

### **Scope/Supervision**

Works under the general supervisor of the District Attorney and his/her designee who provides guidance on technical matters, and who reviews completed work assignments for conformance with established rules, regulations, and state laws.

### **Responsibilities and Examples of Duties**

1. Greets a wide range of visitors to the District Attorney's Office and assists with directions, information, complaints and meetings.
2. Initiates, receives and screens telephone calls, answer questions, provides essential information, and routes call to appropriate staff or office.
3. Receives and assists with complaints and requests from the public and District Attorney staff; research inquiries and follows-up to ensure satisfaction where possible.
4. Receives facsimiles and electronic mail and processes inquiries and information based on the importance and urgency of the information.
5. Prepares daily notification email of personnel availability
6. Accepts and records administrative fees and restitution per policy.
7. Assist with other administrative tasks as needed.

### **Knowledge, Skills, and Abilities**

- Ability to apply confidentiality and considerable independent judgment
- Provide general office support with a variety of clerical activities and related tasks
- Being articulate and concise
- Ability to diffuse tense situations
- Ability to be empathetic in order to relay, exchange, or obtain important information.
- Ability to handle information of a sensitive and confidential nature
- Ability to maintain patience and display tact, compassion and understanding when dealing with demanding employees, citizens, attorneys, public officials, media, or others.
- Ability to work in a team and independently as needed.
- Consistently maintain a professional demeanor
- Excellent time management
- Excellent communication skills
- Strong attention to detail
- Must be able to work in a high paced environment and be able to handle multiple tasks simultaneously

### **Experience and Certifications**

High School Diploma

Minimum of 1 year experience in an office setting.

Valid Driver's License

Must be 18 years of age.

Must be able to provide proof of U.S. Citizenship or legal right to work in the United States.

Must be able to utilize a computer and adapt to new technology. Familiarity with Microsoft Office Suite is a plus but not a minimum requirement.

### **Environmental Conditions**

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

While performing the duties of this job, the employee is regularly required to talk and hear. The employee is frequently required to sit for long periods of time; walk; use hands to type for in a repetitive motion; and reach with hands and arms. As well as on occasion lift 25 pounds or more. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

### **Expected Hours of Work**

A normal work schedule is required based on the needs of the office. Overtime and evening hours are limited.

### **Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

## **Submittal Instructions**

Interested candidates should apply by submitting an application and resume detailing qualifications to:

**Email to:** Human Resources [HR@yorkcountymaine.gov](mailto:HR@yorkcountymaine.gov)

**Submit to:** H.R., York County Government Bldg., 45 Kennebunk Road, Alfred, ME 04002

This position will remain open until a qualified candidate is hired.

Applications are considered based on ability, competence, and experience. It is a fundamental policy of York County Government not to discriminate based on race, color, religion, sex, sexual orientation, gender identity or expression, national origin, ancestry, age, pregnancy, disability, status as a veteran, disabled veteran, or any other category protected by an applicable federal, state or local law.

York County is an Equal Employment Opportunity Employer