



**Receptionist**  
Juvenile Department

JD/26  
Pay Grade: 7

**JOB SUMMARY**

This position is responsible for providing receptionist and customer service support for the operations of the Juvenile Department.

**MAJOR DUTIES**

- Provides customer services; answers telephone and greet visitors; provides information and assistance; refers to appropriate personnel; takes messages and makes appointments.
- Maintains reporting and visitors log.
- Receives and processes incoming mail.
- Prepares daily cash reports.
- Files documents as needed.
- Perform any other duties as assigned.

**KNOWLEDGE REQUIRED BY THE POSITION**

- Knowledge of modern office practices and procedures.
- Knowledge of county and departmental policies and procedures.
- Knowledge of computers and job-related software programs.
- Skill in prioritizing and organizing work.
- Skill in the use of standard office equipment.
- Skill in oral and written communication.
- Ability to communicate in English and Spanish.

**SUPERVISORY CONTROLS**

The Director of Operations assigns work in terms of somewhat general instructions. The supervisor

spot-checks completed work for compliance with instructions and established procedures, accuracy, and the nature and propriety of the final results.

## GUIDELINES

Guidelines include county and department policies and procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

## COMPLEXITY/SCOPE OF WORK

- The work consists of related customer service duties. Frequent interruptions contribute to the complexity of the position.
- The purpose of this position is to provide receptionist and customer service support for the operations of the department. Successful performance contributes to the efficiency and effectiveness of those operations.

## CONTACTS

- Contacts are typically with co-workers, other county employees, and the general public.
- Contacts are typically to give or exchange information, resolve problems, and provide services.

## PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table. The employee occasionally lifts light objects.
- The work is typically performed in an office.

## SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

- Must possess a valid and current Texas driver's license.
- Drug and Alcohol Policy applies to this job. Pre-employment drug/alcohol testing, Motor Vehicle Record (MVR) and criminal background checks are required.
- This position **is not covered** under Civil Service; however, all other Webb County policies apply.

## MINIMUM QUALIFICATIONS

- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.
- Must have a high school diploma or GED from an accredited institution.

**ACKNOWLEDGEMENT**

The undersigned have read, discussed and understand the full meaning of this job description and agree to abide by all terms and conditions herein expressed or implied.

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Employee's Signature

Print Name

Date

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Supervisor's Signature

Print Name

Date