



**Administrative Clerk**  
Public Defender's Office

PDO/11  
Pay Grade: 9

**JOB SUMMARY**

This position provides clerical and customer service support for department operations.

**MAJOR DUTIES**

- Answers telephones and provides information to clients or their family members regarding client bonds, court dates, etc.
- Refers callers and visitors to appropriate department personnel or external agencies as needed.
- Makes copies.
- Maintains electronic and hard copy files.
- Delivers files to attorneys.
- Performs any other duties as assigned.

**KNOWLEDGE REQUIRED BY THE POSITION**

- Knowledge of modern office practices and procedures.
- Knowledge of legal terminology, policies and procedures.
- Knowledge of computers and job related software programs.
- Skill in the use of modern office equipment.
- Skill in the provision of customer services.
- Skill in oral and written communication.
- Ability to communicate in English and Spanish.

**SUPERVISORY CONTROLS**

The Executive Administrator 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 clerical and customer service duties. Frequent interruptions contribute to the complexity of the position.
- The purpose of this position is to provide customer service and clerical support for department operations. Success in this position contributes to the efficiency and effectiveness of those operations.

## CONTACTS

- Contacts are typically with co-workers, court personnel, law enforcement personnel, attorneys, and members of the general public.
- Contacts are typically to provide services or to give or exchange information.

## PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table.
- The work is typically performed in an office.

## SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

## MINIMUM QUALIFICATIONS

- Must have one to two years experience.
- Must have a high school diploma or GED from an accredited institution.

## OTHER REQUIREMENT/INFORMATION

- 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.

**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