



STATE ATTORNEY'S OFFICE CAREER OPPORTUNITY

OPERATING UNDER THE CORE VALUES OF HONESTY,
INTEGRITY, AND RESPECT.

LOCATION: Lee County
DIVISION: SAO Reception
POSITION TITLE: Front Desk Receptionist

DESCRIPTION:

This position will cover a wide variety of responsibilities, including Front Desk/Reception, scanning, and filing case files, processing mail, and other miscellaneous duties. You must be able to multitask, work effectively in a fast-paced environment, and have outstanding communication and people skills. Bi-lingual Spanish/English not a requirement but preferred.

- **Front Desk/Reception** – This position is essentially the first face of our office, greeting all visitors, helping them sign-in to our iLobby kiosk, and tracking all visitors through the iLobby dashboard. Excellent oral communication and patience is imperative. Our agency utilizes a Centralized Phone System which will entail answering calls on a multiple line phone system for 4 of our offices in different counties, screen callers and transferring calls accordingly. Clear communication and the ability to handle emotional and/or demanding callers with professionalism and courtesy is a requirement. Our inhouse case management system, IJIS, will be utilized to assist in screening calls.
- **Mail** – Assist with screening, sorting, recording, and disseminating mail that comes into the office, which may require research with the IJIS case management system to determine the correct recipient.

EDUCATION AND TRAINING:

Any combination of training and experience equivalent to graduation from a standard high school or an equivalency diploma.

SKILLS AND ABILITIES:

- Must be able to lift 30 pounds.
- Must be able to bend, lift, push, walk, stand for extended periods of time.
- Must be able to work independently.
- Must be able to efficiently manage time and adhere to a strict schedule.
- Experience with MS Word and MS Excel.
- Ability to follow written and verbal instructions.
- Ability to communicate effectively and calmly.

Please email completed employment application to supportstaffapplicant@sao20.org.