



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 various responsibilities, including Front Desk/Reception, scanning, processing mail, and other miscellaneous duties. You must multitask, work effectively in a fast-paced environment, and have outstanding communication and people skills. Bi-lingual Spanish/English is not a requirement but is preferred.

- **Front Desk/Reception** – This position is the first point of contact for our office, greeting all visitors, helping them sign in to our iLobby kiosk, and tracking visitors through the iLobby dashboard. Excellent oral communication and patience are 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, screening callers, and transferring calls accordingly. Clear communication and the ability to handle emotional and demanding callers with professionalism and courtesy are imperative. Our in-house case management system, IJIS, is used to assist with 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, and stand for extended periods.
- 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 a resume and a SAO Employment Application to: supportstaffapplicant@sao20.org.