



Administrative Office of the Courts

Job Description

Job Title:	AOC Receptionist	Grade:	GS08
Division:	Finance and Administration	Revision Date:	February 14, 2025

POSITION SUMMARY:

This position is responsible for all incoming telephone calls, taking and relaying messages, and providing general information to callers. Greets the public with a positive attitude and assists in directing them to the appropriate resource. This position is directly responsible to the Office Manager. Assists the Office Manager and other agency personnel as needed.

JOB RESPONSIBILITIES:

- Answer and direct all incoming calls to the appropriate department or staff member.
- Maintain a daily log of staff availability, special assignments, and meetings to ensure accurate call routing.
- Create, coordinate, and distribute phone shift schedules to ensure proper reception area coverage.
- Sort and distribute all incoming mail and faxes to the appropriate staff member.
- Facilitate the initial steps of registering attorneys for E-filing accounts.
- Assist with reserving the meeting rooms on shared calendar.
- Maintain the supply closet and order office supplies as needed.
- Monitor and replenish supplies for the main break room, and supply closet.
- Monitor the postage meter and postage supplies.
- Maintain cleanliness and functionality in the breakroom, copy room, supply closet, and reception area.
- Oversee vehicle keys, gas cards, vehicle check out calendar, and the vehicle maintenance log to ensure proper tracking and usage.
- Assist with large mail-outs, packet assembly, and meeting preparation.
- Offer responsive support as needed by providing administrative assistance, coordinating tasks, and ensuring efficient communication across departments.
- Monday through Friday, 9:00 AM – 5:00 PM, with office hours from 8:00 AM – 5:00 PM. Some flexibility may be needed as part of the role.
- Additional duties as assigned.

QUALIFICATIONS:

- Education
 - High school diploma or equivalent is required for this position.
- Knowledge, Skills, Abilities, Experience
 - Excellent oral and written communication skills are a must.
 - Knowledgeable of general office procedures and ability to operate standard office equipment.
 - Capable of working independently with minimal supervision.
 - Proficiency of Microsoft Office and Outlook and Excel.
 - Previous experience in a receptionist or administrative support role is required.

Last Updated By:	Clorissa Prince
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