

**CUYAHOGA COUNTY COMMON PLEAS COURT
GENERAL DIVISION – JOB DESCRIPTION**

Job Title: Receptionist
Department: Central Scheduling

Reports To: Central Scheduling Supervisor
Salary Range: \$35,651.20

SUMMARY

This is an unclassified position that serves at the pleasure of the Court. This position involves greeting the public, answering numerous inquiries and telephone calls from parties in the justice system, the general public and/or Judges, attorneys, and Court staff. **Current Court policy requires all employees to be fully vaccinated against the COVID-19 coronavirus as a condition of employment.**

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

1. Directing individuals to the proper Court personnel, department or courtroom;
2. Responding to telephone and in-person inquiries regarding court docket/case information;
3. Taking messages for supervisors and co-workers;
4. Retrieving information relating to cases from Court computer system;
5. Performing a variety of other related duties as required.

The above statements describe the general nature and level of work performed by individuals assigned to this classification. They are not an exhaustive list of all duties. Other duties may be assigned.

KNOWLEDGE, QUALIFICATIONS, SKILLS and ABILITIES

To perform this job successfully, an individual must demonstrate the following:

1. Excellent interpersonal skills and ability to communicate effectively, both orally and in writing, to provide necessary information to Judges, staff, Court employees, attorneys, parties in the justice system, outside agencies and the public;
2. Ability to meet and provide the highest standards of customer service;
3. Attention to detail and accuracy and the ability to understand and follow directions;
4. Proficiency in the use of computers and various office machines (e.g., keyboards, fax machine, copiers/ scanners);
5. Proficiency in the use of Microsoft Office applications; ability to learn and use any custom software utilized by the Court;
6. Effective time management, reliability and punctuality;
7. Ability to work collaboratively in a team environment;
8. Ability to maintain sensitive and confidential information;
9. Ability to interact professionally on a regular basis with a diverse population within the Court's jurisdiction, including people from many different geographic, socioeconomic, religious, racial and ethnic backgrounds;
10. Professional appearance and demeanor at all times.

EDUCATION and EXPERIENCE

Minimum of a high school degree or equivalency.

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PHYSICAL DEMANDS and WORK ENVIRONMENT

The physical demands described here represent those that an employee must meet to perform the essential functions of this job. The work environment characteristics described here represent those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position requires working in a normal Court environment with no unusual demands or exposure to hazardous situations. Frequent contact occurs with parties in the justice system, attorneys, court personnel and the general public.

The normal hours of operation are from 8:30 AM to 4:30 PM, Monday through Friday. This position may require some work beyond normal hours.

APPLICATION REQUIREMENTS

Proof of education and employment references will be required before final interview. **Current Court policy requires all employees to be fully vaccinated against the COVID-19 coronavirus as a condition of employment.** The Cuyahoga County Court of Common Pleas requires submission to a criminal history background check and drug testing prior to employment. Applicants must submit a letter of interest and resume by **4:30 P.M. on Friday, December 9, 2022**, to:

**Cuyahoga County Common Pleas Court
Gregory Popovich - Court Administrator
1200 Ontario Street
Justice Center - 11th Floor
Cleveland, Ohio 44113**

(e-mail: infosys@cuyahogacounty.us)

All applicants will receive notification of their application status. No phone calls or e-mails please. Reasonable accommodation is available to qualified employees and applicants; please contact the Director of Human Resources for Cuyahoga County Common Pleas Court at 216-443-8562.

Equal Opportunity Employer- Smoke-free and Drug-free Workplace

Visit the Court's website:

<https://cp.cuyahogacounty.us/court-information/employment/>

or

Cuyahoga County's website:

www.cuyahogacounty.us