

## RECEPTIONISTS (PART-TIME)

### GENERAL:

Under general supervision provides the initial interface with clients or individuals requesting representation. This interface occurs by way of telephone calls and/or visits to the Public Defender reception facility. Also takes other calls and greets other visitors to the Public Defender office.

### TYPICAL DUTIES:

1. Respectfully greets indigent clients and others seeking representation as they arrive at the reception area window and preliminarily screens qualifications of those seeking representation.
2. Answers telephone calls, including jail calls and where appropriate provides information to clients, relative to assigned attorneys, court dates, etc. from the computer, or re-directs calls to appropriate attorneys. Explains procedures for those seeking representation. Inform callers of other resources to receive help when we don't/can't assist them.
3. Answers other telephone calls or greets visitors other than clients or persons seeking representation. Redirects the calls or prepares and transmits message forms. Notifies appropriate staff members of visitors. Such visitors may include County personnel, consultants, vendors, etc.
4. Collects the standard contributions from persons requesting representation who meet the qualifications for partially indigent (PIP program). Delivers funds and appropriate receipt form copies to the Controller each day.
5. Picks up daily mail for the Public Defender office each afternoon and distributes to appropriate to mail boxes. If there is a personal package please lock up and send email to person whom the package belongs too.
6. Maintains a list of Municipal Unit Attorneys and Law Clerks assigned beepers and communicates with them through the beepers to respond to calls from judges or court personnel and others.
7. Uses the office Public Address system as required to contact staff members relative to telephone calls, visitors, etc.
8. Performs other similar and related duties, i.e. filing, monitoring of storage and reception areas, or duties as may be designated by the Public Defender or Municipal Unit Chief.
9. Receive affidavits from individuals that are applying for an attorney. Assist people in completing affidavits for those that need help.
10. Contacting the duty attorneys or law clerks for warrant and capias set asides for each unit.
11. Keep daily logs of individuals arriving for any case related inquiries. Retrieve and add the daily consult sheet to the daily logs.
12. Search FCPD database for attorney information for Judges, Bailiffs, and other court personnel. Search records for cases within different databases if they don't know the unit appropriate for their inquiry/situation.

13. Search records for warrants/capiases and inform them of what protocols need to be followed to attain an attorney in our office.
14. Keep supply room stocked, organized, and clean. Keep reception area cleaned if needed contact Executive Assistant to contact Housekeeping. Work in coordination with FSA for supplies and materials needed.
15. Add/remove employee pictures in PD photo roster.
16. Keep the protocols for each unit up to date for the reception area. Keep reception directories up to date.

REQUIREMENTS:

1. Must be a high school graduate or have the equivalent certifiable education.
2. Must have one (1) year of experience in an office type environment, preferably with secretarial and/or telephone activities.
3. Ability to communicate with persons with varieties of backgrounds and responsibility levels.
4. Ability to maintain confidentiality of information, including personal data relating to clients.

TO APPLY:

Please send resume and cover letter to:  
Franklin County Public Defender  
Attn: LaNiya Harris-Hicks  
Human Resources Officer  
373 South High Street, 12<sup>th</sup> floor.  
Columbus, OH 43215  
[lharris@franklincountyohio.gov](mailto:lharris@franklincountyohio.gov)

Salary is \$12.19 per hour, \$12, 684.00 yearly  
20 Hours per week: Monday through Friday, 1pm to 5pm

