

Fulton County District Attorney's Office

*** POSITION ***

Administrative Assistant, Customer Service, Front Desk Receptionist

JOB SUMMARY: Individual is the receptionist for the District Attorney's Office while providing customer service to visitors of the Office. Responsibilities include providing information regarding the Office of the District Attorney; taking messages and returning calls; serve as receptionist on the main Office floor; greeting visitors and alerting District Attorney's Office of their visitors; provide information in response to inquiries; and receiving, monitoring, compiling, researching, and resolving customer service issues/concerns with an optimistic attitude.

ESSENTIAL DUTIES: (This list is a representative sample, position assignments may vary.) ☐

- Greets and directs calls and visitors to the appropriate parties; answers customer inquiries by telephone and in person. ☐
- Contacts members of the District Attorney are Office to provide information in resolving issues, and provide information. ☐
- Schedules meeting rooms, provides directions to locations, and directs delivery personnel. ☐
- Receives, reviews, and researches complaints.
- Compiles records of customer complaints.
- Composes and types various correspondences, and other documentation required for customer service or problem resolution. ☐
- Utilizes software applications to track reported problems and billing errors. ☐
- Opens, stamps, sorts, and prepares mail for delivery. ☐
- Creates and maintains customer service files, departmental correspondence, and other supporting documentation. ☐
- Inventories and requisitions office supplies.

KNOWLEDGE:

- Effective customer service techniques; ☐
- Operate QuickBooks; knowing how to navigate the software.
- Skilled with electronic check writing in a timely manner.
- Quality control reviewing checks.
- Telephone etiquette; ☐
- Office practices and procedures; ☐
- Principles and practices of customer service; ☐
- Personal computers and related software;
- Listen effectively and determining the needs of visitors and staff; ☐
- Handle irate and hostile customers with tact; ☐
- Prepare and presenting oral and written communications/reports; ☐

- Operate personal computers, including spreadsheet, database, word processing, presentation, and other related software; ☐
- Establish and maintain effective working relationships with District Attorney staff, visitors, courtroom participants and the general public; ☐

Specific License or Certification Required:

Must possess and maintain a valid Georgia driver's license. Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all county or departmental policies, practices, and procedures necessary to function effectively in the position. Requires knowledge of judicial processes and court procedures. Requires knowledge of crisis intervention practices.

Minimum Qualifications:

(Please read carefully before applying to ensure you meet the minimum qualifications)

Completion of course work equivalent to the academic requirements of a High School diploma or G.E.D. equivalent; and one (1) year experience providing customer service; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Fulton County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

****** Please Send All Resumes to da.employment@fultoncountyga.gov******

Thanks for applying

Salary: \$42,803