

RUTHERFORD COUNTY, TENNESSEE

CLASSIFICATION SPECIFICATION

CLASSIFICATION TITLE: JUVENILE RECEPTIONIST

PURPOSE OF CLASSIFICATION

The purpose of this classification is to perform administrative/secretarial work associated with providing administrative support and processing information/documentation relating to an assigned department/division. Duties and responsibilities include greeting visitors and answering telephone calls, providing customer service, conducting visitations and tours, preparing or processing various department documentation, maintaining filing system and filing documents, coordinating meetings, conducting research, maintaining records, performing data entry, and performing tasks specific to assigned department/division.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Provides secretarial/clerical support for the Juvenile Detention Department; processes a variety of documentation associated with department operations, within designated timeframes and per established procedures.

Acts as liaison with other departments/divisions, state/local agencies, professional individuals/groups, the public or other individuals/agencies in matters pertaining to department programs or operations; coordinates communications and conveys information among division/department personnel.

Performs reception functions; answers telephone calls and greets visitors; ascertains nature of business, directs callers/visitors to appropriate personnel, and records/relays messages; initiates and returns calls as necessary.

Performs customer service functions; provides information/assistance regarding department services, activities, procedures, fees, or other issues; distributes forms/documentation as requested; responds to routine questions, complaints or requests for service; schedules tours and visitations; initiates problem resolution.

Conducts and monitors visitation procedures; checks identification of visitors, verifies affiliation with detainee, and makes copies of identification; ascertains nature of visit, explains rules and procedures, checks for contraband, and directs/escorts visitors to appropriate locations; documents visits.

Plans and coordinates arrangements for meetings of various committees or other groups/individuals; attends meetings as required; prepares and distributes meeting notices, agendas, minutes, packets or other meeting materials; maintains records; coordinates scheduling and setup of meeting rooms for various meetings/activities.

Gathers various information, data, reports, and/or files as requested; compiles statistical data relating to department programs or operations and makes applicable calculations; prepares/generates reports for submission to department managers and/or to outside agencies; maintains records.

Monitors inventory of department equipment, forms, or supplies; ensures availability of adequate materials to conduct work activities; initiates requests/orders for new or replacement supplies.

Processes incoming/outgoing mail; picks up, sorts, organizes, opens, and/or distributes incoming mail; signs for incoming packages; assembles materials for large mail-outs; prepares and delivers outgoing mail.

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Types, drafts, prepares, or completes various forms, reports, correspondence, lists, work orders, meeting minutes, charts, graphs, or other documents.

Receives various forms, reports, correspondence, invoices, timesheets, inventory records, checks, dockets, purchase orders, policies, procedures, maps, manuals, directories, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate; transports documents to and from departments.

Conducts drug screens of juveniles placed in the Drug Court Program to ensure adherence with rules of probation and order of the Court; prepares specimens for delivery to the laboratory; coordinates necessary paperwork associated with the drug screen; maintains inventory of drug screens.

Operates a computer to enter, retrieve, review or modify data; performs data entry functions by keying data into computer; verifies accuracy of entered data and makes corrections; utilizes word processing, spreadsheet, database, email, or other programs; performs basic maintenance of computer system and office equipment, such as backing up data or replacing paper, ink, or toner; coordinates service/repair activities as needed.

Maintains file system of department files/records; prepares and sets up files; sorts/organizes documents to be filed; files documents in designated order; retrieves/replaces files; shreds/destroys confidential or obsolete documents.

Conducts research functions as needed.

Performs general/clerical tasks, which may include making copies, sending/receiving faxes, filing documentation, or updating department manuals/documentation.

Communicates with supervisor, employees, other departments, vendors, customers, law enforcement personnel, court personnel, detainees, the public, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Maintains confidentiality of departmental documentation and issues.

ADDITIONAL FUNCTIONS

May maintain personnel records as needed; may review timesheets or time cards for accuracy and completeness; verifies calculations, and researches discrepancies; enters payroll data into computer; forwards payroll documents for payment; distributes paychecks.

Processes work order requests as needed; receives work order requests and routes requests to appropriate person; monitors status of outstanding work; maintains records.

Performs basic cleaning/housekeeping tasks associated with maintaining work area.

Provides assistance or backup coverage to other employees or departments as needed.

Performs other related duties as required.

MINIMUM QUALIFICATIONS

High school diploma or GED; supplemented by six (6) months previous experience and/or training involving secretarial work, office administration, basic bookkeeping, customer service, record management, personal

computer operations, and training/experience in area of assignment; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must possess and maintain a valid Tennessee Driver's License.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to calculate and/or tabulate data. Include performing subsequent actions in relation to these computational operations.

Human Interaction: Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference and descriptive data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to carry out instructions furnished in written, oral, or diagrammatic form. Involve semi-routine standardized work with some latitude for independent judgment concerning choices of action.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

ADA COMPLIANCE/PHYSICAL DEMANDS ANALYSIS

Physical Ability: Tasks require the ability to exert moderate, though not constant physical effort, which may involve some lifting, carrying, pushing, and/or pulling objects and materials of moderate weight (11-25 pounds); may occasionally involve heavier objects and materials (over 75 pounds).

Sensory Requirements: Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

PHYSICAL DEMANDS ANALYSIS

1. STANDING AND WALKING

Tasks: moving around the office, going to the courthouse and mailbox, counter/customer service, picking up and transporting mail, delivering faxes, filing, monitoring visitation tours

Surface: carpet, concrete

Estimated Total Hours: 2-6 **Maximum Continuous Time:** 6

2. SITTING

Tasks: secretarial duties, computer work, inputting new data on detainees, answering telephone calls, interactions with general public, binding documents

Estimated Total Hours: 2-3 **Maximum Continuous Time:** 3

3. LIFTING/CARRYING

Objects: record retention boxes, files, mail, packages, uniforms, stationary, office supplies, detainees

Weight	Hourly	Daily	Weekly	Monthly	As required	Never
<10 lbs	X					
11-25 lbs		X				
26-50 lbs			X			
51-75 lbs				X		
76-100 lbs					X	
>100 lbs					X	

4. PUSHING/PULLING

Objects: boxes, push cart, drawers, chairs, plants, vacuum, mop
Height of hands above floor during push: up to 72 inches

5. CLIMBING

Tasks: picking up and transporting mail
Device: stairs; ladder, stepstool
Height: 15 steps; 2-3 feet
Frequency: 6-12 times daily; as required

6. BENDING/SQUATTING/KNEELING

Tasks: filing, getting records from drawers
Frequency: several times daily

7. REACHING

Tasks: regular office duties, storing record retention boxes, filing, loading up pushcart
Hands Used: RIGHT LEFT BOTH X

Distance	Direction	Frequency	Duration	Avg. Weight
0-20"	All	Daily	5-20 minutes	10 pounds
21-36"	All	Daily	5-20 minutes	10 pounds

8. WORK CONDITIONS

Exposure to	Yes	No
Hot Temperatures		X
Cold Temperatures		X
Sudden Changes in Temperature		X
Noise	X	
Fumes		X
Cramped Quarters		X
Cold Surfaces		X
Hot Surfaces		X
Sharp Edges	X	
Vibration		X
Fluorescent Lighting	X	

Computer Monitor Screen Glare	X	
Inside Building	85 % of time	
Outside	15 % of time	

9. OTHER JOB DEMANDS

Does Job Require	Yes	No
Crawling	X	
Jumping		X
Lying on Back		X
Lying on Stomach		X
Twisting	X	
Sweeping/Mopping	X	
General Cleaning	X	
Handling Trash	X	

10. LIST TOOLS, EQUIPMENT AND MATERIALS USED

Stationary, office supplies, computer, basic hand tools, telephone, communication radio, pushcart, vacuum, mop, meter machine, motor vehicle, OC spray

11. HAND USE

Type of Use	Yes	No	Frequency
Keystrokes	X		Daily
Grasp	X		Hourly
Fine Motor i.e.: writing, twisting hands or wrist, etc	X		Hourly



Rutherford County, Tennessee, 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. Signatures below indicate the receipt and review of this classification description by the employee assigned to the position and the immediate supervisor.

Employee's Signature

Supervisor's Signature

Date

Date