

JUDICIARY OF THE U. S. VIRGIN ISLANDS



PBX OPERATOR/RECEPTIONIST INTERNAL/EXTERNAL POSTING

Location: St. Croix District
Division: Clerk's Office
Number of Vacancies: 1
Promotion Potential: Yes
Salary: \$13.13 - \$16.81 per hour
Requirements: Graduation from high school and 1 year experience in customer service work. Six months to two years' experience in the operation of telephone equipment preferred.
Required Documents: Cover letter, Employment Application, resume and other relevant documents **(Applicants must use portal to apply. In person submissions will not be accepted.)**
Opened: Tuesday, January 02, 2024
Closes: Tuesday, January 16, 2024 at 4:00 pm (Atlantic Standard Time) for first consideration; OPEN UNTIL FILLED
LINK to APPLY: [Apply Here](#)

NATURE OF WORK:

This classification serves as operator, receptionist and general clerical support for various departments within the Court. This is public contact work which involves greeting and directing Court visitors and clientele. Work also involves the fast and accurate operation of a high-volume PBX telephone system. A position in this class must be able to remember names and extensions of those served and to react quickly in the prompt placing and receiving of calls. Duties also involve furnishing general information as required. Work is reviewed by the Clerk of the Court or his or her designee on the basis of observation and conferences.

DUTIES AND RESPONSIBILITIES:

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Greets and directs visitors and clients to proper staff or court offices.
- Operates a telephone station having a number of trunk lines and numerous extensions.
- Answers incoming, intra-office, local and long distance telephone calls, and makes proper connections; takes messages and transmits them to proper personnel.
- Gives routine, non-technical information upon request and refers other questions to the proper person or division.
- Receives, sorts, and distributes mail for attorneys conducting business with the court.
- Maintains up-to-date lists of names, locations, and telephone numbers of judicial officers and court staff.
- May prepare labels for file folders, updates case control books; files traffic tickets
- Performs general clerical support for other departments as needed.
- Other duties as assigned or required.

MINIMUM QUALIFICATIONS:

(Any combination of training and work experience which indicates possession of the knowledge, abilities and skills listed above. An example of an acceptable qualification for this position is:)

Graduation from high school and one year experience in customer service work. Six months to two years' experience in the operation of telephone equipment preferred.

POSITION FACTORS:

- Some knowledge of business English, spelling, and arithmetic.
- Knowledge of modern telephone practices, procedures, and equipment.
- Ability to make minor decisions in accordance with precedents and regulations and to apply these to work situations.
- Ability to deal with the public in a courteous and tactful manner.
- Ability to establish and maintain effective working relationships with others.
- Skilled in working under pressure of deadlines and maintaining a professional demeanor during stressful situations.
- Ability to understand and follow moderately complex oral and written instructions.
- Ability to answer calls and inquiries in a pleasant and well modulated voice.
- Some knowledge of business English, spelling, and arithmetic.
- Skilled in the operation of office equipment, including typewriter, copier, scanner and computer.
- Must exemplify the desired Court culture and philosophies.

LICENSES AND CERTIFICATES

None

PHYSICAL/SENSORY REQUIREMENTS

Work is essentially sedentary with occasional walking, standing, bending, and transferring items up to 25 pounds such as papers and files. Positions may require periods of extended computer and phone use.

WORK ENVIRONMENT

Work is performed primarily in an office setting.

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-Equal Opportunity Employer-***

Submissions that do not include the requested documents will not be considered. The Court will only contact applicants selected for interviews. Any applicant who needs a reasonable accommodation shall advise the Court's ADA Coordinators.