



DISTRICT OF COLUMBIA COURTS POSITION VACANCY ANNOUNCEMENT



Announcement Number: 10-12-069	Opening Date: 10-05-12	Closing Date: 10-19-12	OPEN TO ALL APPLICANTS
POSITION: Supervisory Information Receptionist JS-0304-09	TYPE OF APPOINTMENT: Career Service		Salary Range: \$51,630 - \$67,114 DC Courts non-judicial employees receive federal retirement and benefits.
DIVISION: Administrative Services	LOCATION: 500 Indiana Avenue		TOUR OF DUTY: Full Time

BRIEF DESCRIPTION OF DUTIES: Incumbent supervises staff and manages the Public Information Center and ensures orderly and efficient daily operations. Ensures court customers receive excellent customer service. Provides information regarding all cases scheduled for court to court divisions and the lawyers' lounge. Ensures updated reports on judicial changes and judges leave schedules. Assists senior citizens and disabled persons to court locations. Provides staff with written or computer access to locator records, courtrooms, prisoner locations, directories, building layouts and other reference tools. Monitors date and time clock for late filings, and reports troubles to vendor. Assists in selection and evaluation of staff.

MINIMUM QUALIFICATIONS: Four (4) years of general administrative or clerical experience including (2) years managerial experience. Equivalent levels of education may be substituted for experience. **Documentation of education must be submitted with application** (HS diploma, GED certificate, or College transcript or degree). **Failure to submit documentation of education will disqualify you from further consideration.** Please submit a copy of your most recent performance evaluation with your application.

SUPPLEMENTAL RANKING FACTORS: The following factors will be used to rate candidates' qualifications for the position. You must complete and submit with your application, the attached SUPPLEMENTAL APPLICATION FORM (SAF), on which you must describe experience, training or education that indicates your level of qualification for each factor. **Failure to complete and submit the SAF with your application will disqualify you from further consideration.**

1. Ability to provide effective customer service by responding professionally and courteously to telephone and personal inquiries from the public;
2. Ability to communicate orally in order to interact with and relay information effectively with the judicial and legal communities, court officials, court staff and the public;
3. Ability to lead, manage, and supervise by training, evaluating, planning, organizing workflow, directing, and distributing work assignments.

SELECTION PROCESS: After a review of applications and ranking factor responses, a structured oral panel interview may be required of the highest qualified candidates. Selecting officials will conduct reference checks and may consider corrective action files and performance appraisals before making a final selection.

Submit Court Application and Supplemental Application Form (SAF):

Mail to D.C. Courts, Human Resources Division, 500 Indiana Avenue, NW, Washington, DC 20001;
Hand-deliver to D.C. Courts, HR Division, Gallery Place (7th Street, NW between H & F Streets), Sixth Floor, Washington, DC; Fax to (202)879-4212; email to jobs@dcsc.gov.
For court application, call (202) 879-0496 or visit our website at www.dccourts.gov.

It is the policy and practice of the District of Columbia Courts to hire and promote employees based on qualifications and merit only, without regard to race, color, religion, sex, age, disabilities, national origin, marital status, personal appearance, sexual orientation, family responsibilities, matriculation, political affiliation, source of income, or place of residence or business.

SUPPLEMENTAL APPLICATION FORM

Ranking Factors Response

Supervisor Information Receptionist

The following three Ranking Factors will be used to rate your qualifications for Supervisor Information Receptionist. For each of the three factors, check the statement below the factor that **best** describes your experience, education, and training, and provide the requested verification information. **Select and check only one statement for each rating scale.** *If you need more space for your verification, please attach additional sheets of paper.*

1. Ability to provide effective customer service by responding professionally and courteously to telephone and personal inquiries from the public.

- I have **not** used this ability in a full time position
- I have **four** years of experience where I was required to provide customer service to persons by working in a small general office setting such as a private practice in a medical office, small law office, non-profit office, small office within a large organization, etc.
- I have **more than four** years of experience where I was required to provide customer service to persons by working in a small general office setting such as a private practice in a medical office, small law office, non-profit office, small office within a large organization, etc.
- I have **four or more** years of experience in a large organization where I was required to provide customer service to persons of diverse backgrounds by attending to visitors and supplying information regarding the organization to the general public on a daily basis. **(Example; working in a Customer Service Information Center such as a lobby of a government or large agency, hospital, courthouse, bank, store, etc.)**

Provide a brief description of your experience utilizing this ability including title of your position and agency.

Name and telephone # of a supervisor or manager who can verify this information:

APPLICANT IDENTIFICATION NUMBER: _____

PLEASE PUT ONLY THE LAST FOUR NUMBERS OF YOUR SOCIAL SECURITY NUMBER, NOT YOUR NAME.

2. Ability to communicate orally in order to interact with and relay information effectively with the judicial and legal communities, court officials, court staff and the public.

I have **not** had an opportunity to display this ability.

I have one or the other; Experience **or** Education

Experience: I have **four** years of experience working with the public on an individual basis, requiring the dissemination of information and performing administrative duties such as answering phones, etc.

OR

Education: I have education/training in public speaking/oral communication.

I have one or the other;

1. I have education/training in public speaking/oral communication; **PLUS** experience working with the public requiring the dissemination of information and performing administrative duties such as answering phones, etc.

OR

2. Experience making oral presentations before a group; **PLUS** experience working with the public requiring the dissemination of information and performing administrative duties such as answering phones, etc.

I have education/training in public speaking/oral communication; **PLUS** experience making oral presentations before a group; **PLUS** experience working with the public requiring the dissemination of information and performing administrative duties such as answering phones, etc.

Provide a brief description of your experience utilizing this ability including title of your position and agency.

Name and telephone # of a supervisor or manager who can verify this information:

APPLICANT IDENTIFICATION NUMBER: _____

PLEASE PUT ONLY THE LAST FOUR NUMBERS OF YOUR SOCIAL SECURITY NUMBER, NOT YOUR NAME.

3. Ability to lead, manage, and supervise by training, evaluating, planning, organizing workflow, directing, and distributing work assignments.

- I have not used this ability.
- I have experience as a **section** leader/supervisor which involved some independent responsibility and coordination of workflow, but at the discretion of the office supervisor.
- I have experience as an **office** leader/supervisor where I supervised **three to five** employees, which required making independent decisions, strategic planning ahead, delegating work assignments, evaluating employees, organizing workflow, and etc.
- I have experience as an **office** leader/supervisor where I supervised **over five** employees, which required making independent decisions, strategic planning ahead, delegating work assignments, evaluating employees, organizing workflow, and etc.

Provide a brief description of your experience utilizing this ability including title of your position and agency.

Name and telephone # of a supervisor or manager who can verify this information:

APPLICANT IDENTIFICATION NUMBER: _____

PLEASE PUT ONLY THE LAST FOUR NUMBERS OF YOUR SOCIAL SECURITY NUMBER, NOT YOUR NAME.