

DeKalb County District Attorney's Office
Receptionist, UIFSA Division

The DeKalb County District Attorney's Office is currently accepting resumes for a Receptionist for its Uniform Interstate Family Support Act (UIFSA) Division. UIFSA prosecutes establishment and enforcement interstate child support cases. Principal duties and responsibilities include, but are not limited to the following:

Under general supervision and according to detailed instructions, screens and directs incoming calls and customers; operates a multi-line telephone console to relay incoming and outgoing calls; answers the telephone in a courteous and timely manner to determine customer needs; serves customers and visitors by greeting, welcoming, and directing them appropriately; notifies office personnel of customer or visitor arrival; compile daily report for customer sign-in logs; accurately performs Limited English Proficiency and Sensory Impaired (LEPSI) responsibilities as required for appropriate customers; records and e-mails and/or distributes messages accurately, legibly and timely according to established office procedures; receive, sort and distribute daily mail/deliveries; route transfer cases and new cases from Central Registry; maintain Transfer Log of cases received from other child support offices; maintain New Case Log of new cases received from Central Registry; conduct daily financial duties; process child support payments via scanning, written receipt and proper notation on the STARS case management system case action log; reconcile payments with Financial Analyst daily for auditing compliance; schedules appointments and arranges meeting logistics for staff; maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook); maintains safe and clean reception area by complying with procedures, rules, and regulations; maintains continuity among work teams by documenting and communicating actions, irregularities, and continuing needs; contributes to team effort by accomplishing related results as needed; provides assistance to other administrative staff as necessary; maintains a positive working relationship with the customers, child support agencies, peers and others; and, other duties as assigned.

Qualifications/Requirements

Proven work experience as a Receptionist, Front Office Representative or similar role. The ideal candidate must possess an Associate's or Bachelor's Degree. The position requires working knowledge of Microsoft Office Suite, Excel, and Power Point. Additionally, must be able to type 50 wpm and be able to multitask and handle high volume work assignment under time constraints with dedication to produce quality work product. Must have hands-on experience with office equipment (e.g. fax machines and printers) and experience proof reading to include grammar, punctuation and substantive content review.

Knowledge/Skills/Abilities

The successful candidate must possess excellent communication skills, both oral and written; critical thinking skills; problem solving ability; ability to be resourceful and proactive when issues arise; customer service experience and proficiency; excellent written and verbal communication skills, ability to handle a variety of responsibilities; strong organizational skills are a must, and experience with the DCSS STARS database is a plus; interpersonal skills are necessary, with the understanding that you will be speaking with non-custodial and custodial parents from various backgrounds; must be able to work well in a team environment, while at the same time having the ability to work independently; must demonstrate a strong sense of personal responsibility; and a commitment to serving the community and working with the public.

Employment is contingent upon the completion and satisfactory results of a criminal background check and physical/drug screen. Salary and benefits will be commensurate with experience.

Interested candidates should email a resume, cover letter, by January 24, 2022, to: Kamilah Miller, Director of UIFSA, DeKalb County District Attorney's Office, kemiller@dekalbcountyga.gov .