



Receptionist

POSTING NUMBER **22017**

DATE POSTED	April 26, 2022	APPLICATION DEADLINE	May 13, 2022
DEPARTMENT	Legal Division		
SALARY	\$3,000.00 per month. The council also offers a generous benefits package. Please click here for more information.		
DESCRIPTION	Performs routine receptionist duties for the Legal Division. Work involves placing, answering, transferring, and logging calls, monitoring a voicemail messaging system, receiving visitors, providing general information, tracking locations of key personnel, and updating a staff time-off calendar. Assists with scheduling of conference and training rooms. Works under general supervision with moderate latitude for initiative and independent judgment. The Texas Legislative Council has a telecommuting policy that may allow for some remote work in certain circumstances.		
RESPONSIBILITIES	Primary responsibilities for this position include the following: • Places, answers, and transfers local and long-distance calls using a multi-line telephone console (or remote telephone application). • Screens and logs required calls. • Monitors and manages an online voicemail messaging system. • Relays telephone messages and voicemail messages using a computer messaging system. • Greets callers, answers general questions, and directs callers to appropriate staff. • Takes urgent calls from members and officers of the legislature. • Receives visitors and notifies appropriate staff of their arrival. • Refers callers or visitors to services or resources at other agencies or organizations. • Tracks location of key personnel and maintains contact if necessary. • Enters time-off information on an electronic calendar, stores electronic approval notes in staff leave files, and creates legal calendar entry reports for each staff member on a monthly basis for timesheet approval purposes. • Schedules agency conference and training rooms.		



- Assists in training new employees and instructing team members in new methods and procedures.
- Provides early morning and evening receptionist coverage as assigned during a legislative session.
- Assists with special projects as assigned by supervisor.
- Performs other duties as assigned.

QUALIFICATIONS

Experience and education:

Considerable experience in general office work, including using a multi-line telephone system, a document copier, and computer equipment, is required. Training in software applications used by the legislative community, online messaging, and word processing software is preferred. A minimum of two years of experience in providing direct customer service is required. High school diploma or equivalent is required.

Minimum qualifications for this position include:

- Working knowledge of a telephone switchboard or console; ability to use a computer.
- Knowledge of state government, particularly the legislative branch.
- Knowledge of community resources for referral purposes.
- Skill in handling stressful situations and high call volume with tact and courtesy.
- Ability to exercise good judgment when dealing with high-profile callers and urgent situations.
- Ability to follow oral and written instructions.
- Ability to maintain confidentiality.
- Ability to establish and maintain effective working relationships with others and with a team.
- Skill in attention to detail and in providing accurate information.
- Ability to listen, understand, and relay material clearly and concisely, both orally and in writing.
- Knowledge of agency services, policies, procedures, and operations.
- Skill in operating standard office equipment.
- Ability to work well under pressure and be flexible.
- Ability to maintain professional appearance and demeanor.
- Ability to work overtime and flexible hours and to be available for on-call duty during a legislative session.
- Ability to be punctual and keep regular attendance.

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TO APPLY

To be considered, an applicant must submit a completed State of Texas Application for Employment (available on the council's website: <https://tlc.texas.gov/employment>).

Submit requested documentation by:

Email

TLCCareers@tlc.texas.gov (preferred method)

Fax

(512) 936-1064

Mail

Human Resources Office
Texas Legislative Council
P.O. Box 12128, Capitol Station
Austin, Texas 78711-2128

As a condition of employment, legal proof of authorization to work in the U.S. must be provided.

Requests for accommodation and/or services in the application process should be made to the above-cited contact.