

KENDALL COUNTY CLASS SPECIFICATION

INFORMATION DESK / TRANSLATOR

Job Code:

GENERAL SUMMARY

Reporting to the County Judge, the purpose of the position is to provide information and direction to County Courthouse visitors, translation services, assistance to the PBX operator, be a central notary public service, and provide assistance to the Administrative Manager.

EXAMPLES OF ESSENTIAL FUNCTIONS

Duties may include but are not limited to the following:

Greet the public in a friendly and pleasant manner and assist them by giving information or directions to appropriate locations.

Assist the public and County personnel by interpreting Spanish to English and English to Spanish in both spoken or written situations.

Provide backup telephone coverage for the PBX operator, directing calls to the appropriate office, and answering questions about County services.

Perform notary public duties to the general public and County offices.

Help with overflow office tasks to include answering the telephone, taking messages, making copies, maintaining a filing system, typing correspondence and reports, preparing envelopes for mailing, maintaining inventory of supplies, maintaining lobby area to be uncluttered and presentable.

EXPERIENCE AND TRAINING

High school diploma or GED; supplemented by one (1) to two (2) years previous experience or training that includes office support.

Proven experience as front desk representative or relevant position

Thorough knowledge of customer service and general office procedures

Strong communication and people skills

Fluent in English and Spanish for reading, writing, and speaking

Good organizational and multi-tasking skills

LICENSES AND CERTIFICATIONS

Valid Texas driver's license

Commissioned by the State of Texas as a Notary Public

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Listening and responding with exceptional communication skills
- Interpreting Spanish to English and English to Spanish
- Correct English and Spanish usage and grammar
- Modern office procedures and equipment (e.g. telephone, computer, printer, fax)

Ability to:

- Maintain polite, professional demeanor and calm composure when interacting with the public and County personnel
- Listen and then provide information
- Read and comprehend instructions and correspondence
- Transcribe and translate documents in Spanish to English and English to Spanish and ability to edit and proofread translations for accuracy
- Assist County offices by interpreting by telephone or in the department office
- Maintain records of interpreting and translation activities
- Work cooperatively with other County departments
- Work independently in the absence of supervision
- Operate telephone switchboard to answer and forward calls or provide information
- Accept and sign for the delivery of letters, packages, and deliveries and distribute them in a timely manner
- Respond to inquiries and complaints
- Understand and exchange information with supervisors and co-workers when receiving assignments and instructions.
- Maintain discretion and confidentiality
- Use computer software programs and/or other applications in a Windows environment
- Follow safe work practices including workplace safety policies and procedures.

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- Walk, stand, and sit.
- Operate a motor vehicle.
- Exert light physical work in an office environment in a mainly sedentary position.

Kendall County is an Equal Opportunity Employer and maintains compliance with the Americans with Disabilities Act by providing reasonable accommodations to qualified individuals and employees with disabilities.