

## **Public Defender Executive Assistant Job Description**

The Panhandle Area Public Defenders are zealous advocates and trial lawyers serving the needs of our clients with qualified, compassionate, and holistic solutions. Our offices strive to mirror the hard-working demographics of the Texas Panhandle area with a resolute determination, a heart for service, and a justice-seeking spirit. The Public Defender Executive Assistant is an employee of Potter County and is primarily responsible for answering phones, interacting with clients, families, and the public as it relates to indigent clients assigned to the Public Defender Office (PDO), including taking messages, resolving issues, and ensuring a positive experience while adhering to established standards. This is an exciting opportunity to be part of a team that is expanding around the Texas Panhandle office.

### **Potter County is an Equal Opportunity Employer**

Salary: \$38,000-\$42,500 depending upon experience and skills/foreign language.

#### **Office Benefits**

- Diversity and inclusion
- Relaxed office culture
- Team oriented and supportive atmosphere
- Incentives for Bilingual Spanish Speakers

#### **County Benefits**

- 210% County match for retirement account, transferrable to other counties.
- Optional 457(b)
- Medical/Dental/Vision – other insurance options

#### **Duties and Responsibilities**

- Maintain and enhance the Public Defender Office's commitment to zealous representation of our indigent clients.
- Maintain strict confidentiality.
- Operate phone systems to handle incoming calls and direct them appropriately
- Provide exceptional customer service and support to clients and visitors
- Compose correspondence
- Calendar meetings for attorneys.
- Perform other related duties as may be assigned by the Office Manager or Chief.
- Maintain a safe, cordial, and healthy workplace environment.

## **Requirements**

- Able to work in a fast-paced, high-call volume environment
- Navigate cloud-based technology to handle caller interactions using multiple screens.
- Strong customer service skills with the ability to handle inquiries professionally.
- Ability to work both independently and as a team, demonstrating initiative and problem-solving skills.
- Effective organizational and time management skills required to execute duties.
- Good technological abilities and phone systems.
- Good oral and written communication skills.
- Problem-solving abilities
- Ability to multi-task.
- Self-motivated and highly driven.
- Tech-savvy enough to troubleshoot minor computer issues.
- Previous work experience at a call center is a plus.

## **Preferences**

- Foreign Language Speakers. (Spanish and Burmese are in high demand).
- Experience managing multiple software systems.
- Law Office experience

Send resume and references to [Jason.howell@papdmac.org](mailto:Jason.howell@papdmac.org) and [amy.conner@papdmac.org](mailto:amy.conner@papdmac.org)  
If you have any questions, call (806)242-3415.