

Job Description

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| **Job Title:** Front Desk Receptionist/Records Assistant | **Status & Schedule:** Full time – Non-ExemptMonday – Friday, 8:00am to 5:00pm  |
| **Last Updated:** 5/10/2022 |  |

**Position Overview:**

This individual will work primarily as a team member in our records management department, perform data entry into our client legal software and also serve as primary back up to our front desk receptionist. The person in this role must have the ability to multi-task while constantly projecting a positive attitude towards visitors and clients.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Professionally answer the telephone and operate a switchboard, directing calls to the appropriate persons, or taking messages or offering voicemail as an alternative.
2. Greet visitors warmly and ensures they are comfortable during wait times, if necessary.
3. Alert attorneys and staff of any visitors, and book a conference room, if requested.
4. Provide callers and visitors with general information in response to inquiries.
5. Maintain the conference room schedule, and post this schedule in each conference room daily.
6. Enter all data related to a new potential client into the legal database as well as update existing client contact information accurately and efficiently.
7. Create/open new client files into the legal software system. This involves creating physical file, generating a matter ID, and adding contacts and the matter ID number into a designated system
8. Create files and retrieve files as needed, and ensure their delivery to the requesting authorized party in a timely manner.
9. Ensure the safety and security of all records of the firm, so that no files or material in the files are misplaced.
10. Coordinate the pick-up and delivery of express mail services and other office deliveries and pick-ups.
11. Sorts and processes all incoming and internal mail according to destination and type.
12. Prepares outgoing mail and packages for accurate postage and delivery and ensures handoff to appropriate vendor is carried out.
13. Track files that are “checked out” of records management, and maintain a system to ensure their return, and assist in file searches, as needed.
14. Receive records from attorneys, paralegals, and legal assistants for proper placement.
15. File and shuffle all files/records according to internal organizational system
16. Ensure that the records management area is maintained in an organized and professional manner.
17. Embrace and champion changes in your area that will improve the client experience and/or the firm’s ability to deliver on its values and commitments.
18. Work collaboratively with all members of your team and across teams to create an environment that fosters trust, accountability, and respect.
19. Performs “errand runs” which may include pickup and delivery to the Post Office, courthouse, title companies, etc.
20. Provide other administrative support, as assigned.

**Primary Relationships**

* Communicates with clients, potential clients and visitors on a constant basis.
* Works closely with attorneys, paralegals, and staff at all levels of the organization.
* May interact with vendors, legal service providers, and others as needed.

**Supervisory Responsibilities**

This position has no supervisory responsibilities.

**Qualifications and Skills**

* 1-2 years previous experience in a call center or receptionist position.
* Must be detail oriented
* Must have a willingness to ask team members if they need assistance or willingness to perform other duties when asked
* Must be highly passionate about exceeding the client’s/visitor’s expectations and providing them with the best experience possible.
* Able to adapt and be flexible to client or organizational needs.
* Ability to set and manage goals, timelines and priorities, follow up on tasks, and perform on deadline, often under time constraints and other stressors.
* Ability to communicate effectively and professionally at all levels, both verbally and in writing
* Excellent organizational and time management skills, including the ability to handle multiple tasks simultaneously without becoming overwhelmed.
* Ability to work and problem solve independently and apply logic to situations.
* Strong interpersonal skills and ease with both telephone and in-person contacts
* Teamwork orientation
* A nurturing, customer oriented approached designed to build trust and loyalty.
* Must possess or be willing to obtain a notary license

**Education and/or Certifications:**

* High School Diploma or educational equivalent
* Associate Degrees or some college is desired.

**Physical Demands**

While performing the duties of this job, the employee is regularly required to lift files/boxes, sit, talk, walk, see, and hear. The employee frequently is required to type and reach with hands and arms.