

JOB DESCRIPTION

JOB TITLE: Receptionist

FLSA STATUS: Full Time, Non-Exempt

DEPARTMENT: Office Services

REPORTS TO: Office Services Manager

SUMMARY: Attends to telephone switchboard; promptly answers and routes calls; takes messages accurately and efficiently; greets all visitors, determines needs and directs them to appropriate parties. Assists with reserving conference rooms and hybrid offices using the Maptician System. Handle incoming/outgoing deliveries/shipments from messengers and vendors; may perform and/or assist facilities/office services with hospitality tasks; may perform other administrative tasks under management direction.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Perform receptionist duties by greeting clients in a courteous and professional manner, and answers and refers telephone calls to the appropriate parties.
- Receive hand delivered documents and distribute to appropriate parties and ensure all carrier documents (FedEx, messenger services) are picked up for delivery.
- Follow and upkeep the Reception Desk Manual.
- Maintain conference and hybrid office rooms bookings.
- Maintain accurate information on the attendance sheet, and update the “Time Off Calendar” in Outlook.
- Input data, photocopy and file documents.
- Ensure all checks are directed to the Collections Coordinator.
- Assist Office Services (copy, scan, print, etc.) when needed.
- Perform other miscellaneous duties as required.

ESSENTIAL COMPETENCIES AND SKILLS:

- Good knowledge of the switchboard system.
- Excellent oral communication skills.
- Ability to work flexibly and proactively with minimal supervision.
- Exceptionally detail oriented, professional attitude, reliable, well organized.
- Desire to learn and cross-train in various office functions.
- Ability to meet deadlines and follow through on assigned tasks.
- Integrate with and support the entire office services team.
- Strong problem solving and multi-tasking skills.
- Good attendance.
- Flexible with assignments and willingness to work overtime as required.

REQUIRED EDUCATION AND EXPERIENCE:

- Minimum of two years of receptionist experience in a law firm or other professional services setting.
- High School diploma or equivalent.

SUPERVISORY RESPONSIBILITY: None

SALARY RANGE: The anticipated hourly salary wage range the Firm reasonably expects to pay candidates for the position of \$35.71 to \$41.21 (\$65,000 to \$75,000 annually). The final annual salary wage offered to a successful candidate will be dependent on several factors that may include but are not limited to the type and years of experience in the job, type and years of experience in the industry, education, and other factors.

WORKING CONDITIONS: Normal office environment with little exposure to excessive noise, dust, temperature and the like.

POSITION TYPE/EXPECTED HOURS OF WORK: This is a full-time position. Days and hours of work are Monday through Friday, 9:00 a.m. to 5:00 p.m. Evening and weekend work may be required as job duties demand. This is a non-exempt position under the Fair Labor Standards Act.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

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