

Receptionist

Location: Old Milton Parkway, Alpharetta GA 30005

Hours: 8am-5pm M-F (full time position)

Salary: \$13-\$15 per hour

Reports To: Business Manager

Required Qualifications:

- Ability to prioritize and multi-task
- Ability to build rapport with employees, clients, vendors, referral sources, and able work within a team
- Excellent written and verbal communication skills
- Highly proficient with computers and other technology
- Experience with Word, Excel, Adobe Acrobat, Powerpoint,

Preferred Skills and Characteristics:

- Detail oriented and extremely organized
- Experience in the legal industry
- Experience with multi-phone systems
- Experience in customer service

Responsibilities:

This person is the first line of communication for the firm. This person answers phones, checks voicemail and make sure each person that contacts the firm is responded to within 24 hours. This person is in charge of managing the firms' phones, faxes, and incoming and outgoing mail. He/She is to answer phone calls and document them, receive faxes and upload them to the system, get the mail and upload them to the system and send out outgoing mail.

By being the first line of communication for the firm, this person sets the tone for the culture of the firm by being pleasant, welcoming, and professional for all guests, vendors, clients, and prospects. This person maintains the office by ordering supplies, maintaining the common areas of the office; assisting with tech support; ensuring the office is presentable to guests and coordinates with office vendors.

These are the daily goals/tasks of the receptionist:

- a) Effectively answers and routes all phone calls with excellent customer service
- b) Presents the firm well as the first line of communication
- c) Helps shield employee time by acting as a good gatekeeper
- d) Keeps conference room and lobby presentable at all times for guests
- e) Booking conference room or maintaining conference room
- f) Maintain and Order Supplies

- g) Keeps up with incoming voicemail, email, faxes, and mail
- h) Scans and uploads all mail to each clients file and initiates appropriate processes

- i) Opens the office in the morning by turning phones off auto attendant and making sure everything is in place, and closes the office at night by turning phones on auto attendant and making sure everything is back in its place.
- j) Additional tech support to team members
- k) Administrative tasks and projects as assigned by Business Manager.