

Relief Receptionist

FLSA Status: Non-Exempt

Department: General Office

Reports to: Dallas Office Administrator

POSITION SUMMARY

Performs all functions related to receiving calls, clients, vendors and deliveries and directs them to appropriate individual(s) within the Firm according to established policies and procedures. Orders food for events within the Dallas and Fort Worth office, as needed. Maintains contact with attorneys and staff and observes confidentiality of client and Firm matters.

ESSENTIAL DUTIES & RESPONSIBILITIES

Specific duties of this position include, but are not limited to:

- Responsible for covering the reception desk during the lead receptionist's morning and afternoon break, lunch hour and from 4:00 – 6:00 p.m. daily.
- Receives and records oral information from telephone callers or in person, and then communicates it to attorneys and staff. Operates a multi-line telephone console in order to relay incoming, outgoing and intra-systems calls.
- Directs telephone calls to appropriate attorneys and staff.
- Meets and greets clients and visitors to the law office and ensures proper clearance and routing of such parties in accordance with Firm policies; notifies supervisor of difficult situations.
- Receives and records deliveries to the Firm and/or individuals in the Firm and routes them accordingly to the proper recipient.
- Disperses parking validations and maintains a record of same.
- Maintains record of outgoing deliveries.
- Directs visitors and calls to conference rooms as listed on provided schedule.
- Maintains neatness of lobby and reception area.
- Employee must perform all duties with minimal supervision.

KNOWLEDGE, SKILLS, & ABILITIES REQUIRED

- Ability to read and write at a level normally acquired through the completion of high school in order to process informational messages.



- Approximately six months to one year on the job experience is necessary in order to gain an understanding of the law office and departmental policies and procedures and learn to operate the telephone console system.
- Ability to use electronic mail and basic computer functions at a level normally acquired through completion of one to three months course work in touch typing.
- Interpersonal skills necessary in order to communicate by telephone and in person with visitors, caterers, attorneys and staff to provide information with ordinary courtesy and tact.
- Work occasionally requires a high level of mental effort and strain when answering a high volume of telephone calls, receiving last minute catering requests and performing essential duties.
- Ability to handle telephone calls and visitors, lift small delivery packages, operate telephone equipment and record messages.
- Due to the time-sensitive nature of the work and the limited availability of replacement personnel, regular full-time attendance, including being available to work unscheduled overtime hours, is an essential function of the position.
- Ability to organize and prioritize numerous tasks and complete them under time constraints.
- Other duties as assigned by the employer.

