

The Burton Law Firm



Position Description

Position Title: Receptionist/Clerical

Position Type: Full-Time, 40 hours a week

Pay: 11-12/hr

Benefits:

On-Site Health Club Access

Partially Paid Health Care

Professional but Friendly Work Environment

Close to CSUS campus and downtown Sacramento

Paid Holidays

Two Weeks Paid Vacation a Year

Fax or E-Mail Application:

916-570-2744

employment@lawburton.com

PLEASE DO NOT CALL

Brief Job Description: This position is responsible for sustaining an environment of intrinsic goodwill for the practice, while providing support for attorneys and staff. The position performs a variety of duties; these include front end support for the firm's office, clerical assistance to attorneys and staff, as well as filing and hospitality responsibilities. The successful applicant will fill the hours of 8:30 a.m. - 5:30 p.m., Monday through Friday with a 1 hour lunch period.

Qualifications:

Reliable

Superior Phone Etiquette

Professional Appearance

Detail Oriented

Able to Multitask

Excellent Customer Service

Computer Literate

Good Driving Record

Special Considerations: Duties require ability to retrieve and file bulky client records from filing cabinets and on shelves that may be above shoulder level and below waist

level, and to efficiently transport multiple files weighing 5 to 25 pounds throughout the office.

About the Firm: We are a boutique law firm specializing in Business Law, Trusts, Wills and Estate Law, Tax, Probate and Litigation. Our office is on the second floor of an established, class A office park located in a quiet park-like setting on University Ave, near Howe and Fair Oaks (less than a mile from the CSUS Campus). While the firm maintains an old-world distinguished look, our infrastructure is extremely progressive with an almost paperless office and virtually every other part of the practice is computerized.

Requirements:

- I. English fluency with the ability to speak clearly and precisely in a patient matter, using a friendly and a courteous tone of voice. Many of our clients are elderly and hard of hearing. Multi Lingual applicants are strongly encouraged.
- II. Previous office experience is required; no previous legal experience is required, but highly desired.
- III. Exceptional customer service ability, interpersonal skills, and capacity for compassionate interaction with potential and current clients. Ability to greet and interact with clients both in person and on the phone. Ability to perform various client hospitality tasks and assist clients with filling out surveys and forms.
- IV. Strong organizational skills and the ability to maintain a complex filing system which is both computer and paper based.
- V. Excellent typing and computer skills. Familiarity with Microsoft Word is mandatory. Experience with Excel and Outlook is a plus. Applicant will be expected to work in a heavily computerized environment and develop skills with computer programs and office equipment quickly.
- VI. High level of discretion and the ability to maintain strict confidentiality with regards to clients and legal matters.
- VII. Current California Driver's License in good standing and access to motor vehicle in working condition with applicable permits. Applicant will be expected to file legal documents with local courts and government agencies, as well as occasionally delivering documents to other Law Firms.

Functions: The following job functions are in accordance with firm expectation and provide accountability as delegated by the supervisor. Percentage of specific duties as outlined in the job functions will be determined by the operational needs of the firm, and are subject to change at the discretion of the supervisor.

- A). Customer Service (75%)

- 1). Telephone Reception (50%): Answer multi-line telephone system. Screen calls to determine nature and urgency of caller's need. Determine how best to handle such calls and take necessary action. Refer calls, transfer calls, take messages and provide information to caller when appropriate. Use computer based (PBX) phone system to route and manage calls. Messages must be complete and accurate, and routed to the most appropriate party based on urgency and need. Retrieve messages from answering system, and take appropriate action. Screen potential clients and provide them with applicable materials, or direct them to appropriate staff/attorneys. Adherence to Firm standards for telephone customer service is required.
- 2). In-Person Reception and Hospitality (25%): Promptly acknowledge and greet clients. Provide clients with applicable surveys and packets, both in person and through postal service; also assist clients with filling out such forms. Schedule client appointments and enter into a server-based calendaring program. Receive payment from clients, both through checks and credit card transactions. Bake cookies and prepare and provide drinks/simple food items from the break room to clients as needed.

B) Legal and Office Assistance (25%)

- 1). Operation and Maintenance of Office Equipment: Operation of all business machines including, but not limited to: Scanning and organizing large volumes of documents, duplicating and organizing various documents, and printing documents and labels.
- 2). Mail and Correspondence: Sort, stamp, and deliver incoming mail and deliveries. Mail preparation: printing labels, printing, typing, and arranging client letters/forms/documents, prepare legal filings, packaging and arrangement of delivery of mail and packages.
- 3). Office and Break Room Maintenance: Maintain, organize and preserve cleanliness of break room, reception area, and conference rooms. Open office in the morning, turning on lights and unlocking doors/filing cabinets. Close office in the evening, locking cabinets and turning off lights. Clean and maintain break room supplies including but not limited to: serving trays/dishes/platters, silverware, cups and mugs, coffee machine, toaster oven and microwave. Position will not be asked to duplicate

existing janitorial services but will be expected to perform those tasks identified above.

- 4). Office Calendar and Computers: Maintain and update office and attorney calendars, routinely check online case notes.
- 5). Document Filing: Organize, file and retrieve client hardcopy files as needed. Enter and update client information into client database. Maintain computer based digital filing system.