

# Receptionist

## Job Description

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### Main Objectives

The Front Desk Receptionist main objective is to provide a pivotal role in setting the tone for the office by ensuring guests and callers have a positive and memorable experience.

1. In-Person Guest Contact: Timely greet all in-person guests and notify appropriate employee.
2. Client Contact: Timely answer all client calls and route to appropriate team.
3. Vendor Contact: Timely answer all vendor calls and route to appropriate employee.
4. File Documentation: Immediately document all available data in the case file. If it is not in the file, it did not happen.

### Main Tasks

- Greet all guests in a friendly manner, ensuring each person feels welcome and comfortable when visiting our office
- Promptly answer incoming phone calls
- Notify team members of guest arrival
- Review conference room schedules daily to check for conflicts and assist in rescheduling as needed
- Complete daily audits of call logs
- Complete special assignments for attorneys and legal support staff
- Sort and scan incoming mail daily
- Assists in the receiving, stocking, and distribution of office supplies and packages
- Turn on/off all front office and front conference room lights at beginning and end of day
- Open conference room blinds/shades at beginning of day
- Ensure magazines, newspapers, etc. in lobby are no more than 90-days old
- Wipe down lobby and conference room furniture after each meeting/guest and at end of day