



JOB DESCRIPTION

JOB TITLE: Front Desk Coordinator

DEPARTMENT: Administration **REPORTS TO:** Deb Goldbach, Facilities Manager

FLSA STATUS: Non-exempt **DAYS/HOURS:** Monday – Friday, 9am – 5pm

JOB PURPOSE: Provide exceptional customer service in person and over the telephone.

ESSENTIAL DUTIES & RESPONSIBILITIES

Answer and utilize active listening skills to direct phone calls
Review and research in firm's case management system then transferring voicemails, distribute faxes and emails from the main mailboxes to the correct employees/attorneys
Answer the main door for visitors, applicants, vendors, sign for mail and packages
Answer generic department questions
Stamp and sort through the incoming USPS Mail, FedEx and UPS packages
Prepare UPS package labels on request
Meter outgoing USPS mail throughout the day, and bring up to reception for USPS pickup at 3:30pm each day
Gather outgoing UPS packages in preparation for pickup each day
Maintain visual (at reception) on outgoing mail & UPS packages until picked up by appropriate parties each day
Unpack office supply orders once delivered and place in supply closets
Maintain/restock coffee area in the kitchen at the end of each day
Assist Manager & department as needed
Additional duties as assigned and/or as business needs dictate

KNOWLEDGE, SKILLS, & ABILITIES

Excellent and professional verbal communication and client interpersonal skills
Solid computer skills and keyboarding skills
Strong organizational skills and attention to detail
Strong comprehension and problem-solving skills
High level of proven confidentiality
Self-motivated and proactive individual
Ability to deescalate situations over the phone
Ability to lift 15# files
Look at and read multiple computer screens

EXPERIENCE & EDUCATION

At least one-year office experience or experience in a high-volume environment