

# **Administrative Assistant/Receptionist**



Robinson Bradshaw Raleigh-On site

Robinson Bradshaw is a full-service corporate law firm headquartered in Charlotte, NC. The firm has 155+ attorneys with four offices in North Carolina and South Carolina. We offer an unparalleled opportunity to work with top notch talent, a competitive and comprehensive compensation package, and growth opportunities.

Robinson Bradshaw has an exciting opportunity to join our Raleigh office as an Administrative Assistant/Receptionist. This role is designed for a recent college graduation who has plans to attend law school in the future. This role will provide an opportunity to work closely with our attorneys and provide support to our Raleigh office. The ideal candidate will be self-motivated, positive, and resourceful and enjoys being the “go-to” person. If you enjoy working in a fast-paced and upbeat environment, and have experience working in an office, we’d love to talk with you!

## **Overall Objective of the position:**

The Administrative Assistant/Receptionist provides general office administrative support with a variety of clerical activities and related tasks. This position will be responsible for answering incoming calls, greeting clients, conference room management, as well as additional duties as assigned. This position will also provide administrative support to attorneys which may include time entry, expense reports, document preparation, monitoring dockets, business development, office management and various other duties. This position is a full-time position that will work in the office 5 days a week.

## **Responsibilities of all Firm Personnel:**

- Team player with attorneys, managers, and staff
- Ability to coordinate and work together with other employees
- Able to prioritize tasks and perform under tight deadlines
- Excellent verbal and written communication and listening skills; prepares, edits and proofreads all written communications for context, grammar, typographic, punctuation and spelling errors without being instructed to do so.
- Great writing/research ability preferred
- Customer service attitude towards all staff including attorneys, paralegals and assistants when asked to help out with a matter or perform a specific task for any department
- Extreme attention to detail and excellent follow-up skills required
- Awareness and understanding of all firm policies and procedures
- Ability to strategize, plan and think outside the box

- Ownership, accuracy and thoroughness of work product; work must be complete and organized
- Understand goals and needs of attorneys; handle multiple responsibilities effectively
- Follow directions; ask questions and understand work procedures
- Knowledge of a broad variety of information technology software systems and programs used in the firm
- Answer incoming telephone calls, determines purpose of calls, and forwards calls to appropriate personnel or department
- Troubleshoot IT equipment with Help Desk
- Setup Conference rooms for client meetings, internal meetings, depositions, hearings; including technology setup, refreshments, document preparation
- Greet visitors to the firm, determine nature of business, and announce visitors to appropriate personnel
- Coordinate the pick-up and delivery of hand delivery items from couriers and may perform courier runs personally
- Coordinate maintenance requests with the landlord
- Assist with editing, copying, scanning and other tasks as requested
- Assist visiting attorneys with administrative tasks
- Monitor and handle upkeep of breakroom supplies and cleanliness
- Open new files, request conflict of interest checks, and maintain all client and general files. Conduct periodic review for possible storage of older files; prepare files to be closed
- Conduct file location inventory quarterly using a wireless barcode scanner and uploads into Records Manager to correct any location errors
- Make appointments for attorney(s), including the reservation of a conference room at other office locations and coordinating food and beverage as instructed; assist with travel arrangements for the attorneys to attend client meetings or continuing legal education seminar(s) and travel to other offices; assist attorneys with organizing materials for firm seminar(s)
- Enter and release time for the attorneys according to the schedule provided by the Accounting Department; may process bills.
- Perform, assist with or arrange for court runs, court research and court filings
- Working knowledge of scanning, word processing and data entry (including Microsoft Word, Excel, PowerPoint and Outlook)
- Maintain general office supplies
- Perform all other duties as assigned

**KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:**

- High school graduate, college degree preferred. Ability to type 40 wpm and possess excellent grammar skills at a level normally acquired through the completion of high school or the equivalent.

- Have at least 1-2 years of prior work experience in a professional services office environment in order to understand procedures.
- Ability to communicate with attorneys, staff, managers and clients tactfully and professionally to accomplish routine daily operations.
- Ability to operate and troubleshoot standard office equipment.
- Ability to organize and prioritize numerous tasks and complete them under extreme time constraints.
- Interpersonal skills necessary in order to communicate and follow instructions effectively from a diverse group of attorneys and staff to provide information with ordinary courtesy and tact.
- Ability to work and remain calm in stressful situations while maintaining a high level of quality product.
- Work occasionally requires a day and/or evening work schedule and more than 37.5 hours per week to perform the essential duties of the position

### **Equal Employment Opportunity**

Robinson Bradshaw recruits, hires and promotes for all positions without regard to race, color, religion, creed, national origin, citizenship status, disability, military status, veteran status, marital status, sexual orientation, gender identity, sex, genetic information or age. All terms and conditions of employment such as compensation, benefits, and work assignment, availability of facilities and privileges of employment are administered on the same basis of equality.