

# JOB DESCRIPTION



<b>Position Title:</b>	Administrative Assistant - Charlotte Office	<b>Department:</b>	Administration
<b>Reports to:</b>	Professional Services Manager	<b>FLSA:</b>	Non-Exempt

**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 eligible for a hybrid work schedule after the completion of a 90-day probationary period of working onsite full-time.

<b>Responsibilities of all Firm Personnel:</b>	<ul style="list-style-type: none"> <li>• Team player with attorneys, managers, and staff</li> <li>• Ability to coordinate and work together with other employees</li> <li>• Able to prioritize tasks and perform under tight deadlines</li> <li>• 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.</li> <li>• Great writing/research ability preferred</li> <li>• 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</li> <li>• Extreme attention to detail and excellent follow-up skills required</li> <li>• Awareness and understanding of all firm policies and procedures</li> <li>• Ability to strategize, plan and think outside the box</li> <li>• Ownership, accuracy and thoroughness of work product; work must be complete and organized</li> <li>• Understand goals and needs of attorneys; handle multiple responsibilities effectively</li> <li>• Follow directions; ask questions and understand work procedures</li> <li>• Knowledge of a broad variety of information technology software systems and programs used in the firm</li> </ul>
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<p><b>Job Functions at the request of attorneys, staff and/or managers:</b></p>	<ul style="list-style-type: none"> <li>• Answers incoming telephone calls, determines purpose of calls, and forwards calls to appropriate personnel or department</li> <li>• Transfers callers to voice mailboxes or the appropriate administrative assistant when an attorney is unavailable; Retrieves messages from the voice mail night service and forwards to appropriate personnel; Records messages in the firm's phone system for holidays and unexpected closing times. Perform opening and closing procedures as needed for the phone system. May cover answering phones for the Raleigh or Chapel Hill office due to inclement weather or other factors.</li> <li>• Greets visitors to the firm, determines nature of business, and announces visitors to appropriate personnel</li> <li>• Provides callers with information such as firm addresses for all locations, directions to the firm location, fax numbers, firm website and other related information</li> <li>• May coordinate the pick-up and delivery of hand delivery items from couriers and may perform courier runs personally</li> <li>• May assist with coordinating maintenance requests to the landlord</li> <li>• Assist Legal Practice Assistant with editing, copying, scanning and other tasks as requested</li> <li>• Assist visiting attorneys with administrative tasks</li> <li>• Monitor and handle upkeep of breakroom supplies and cleanliness</li> <li>• Opens new files, requests conflict of interest checks, and maintains all client and general files. Conducts periodic review for possible storage of older files; prepares files to be closed.</li> <li>• Places box orders per attorney requests and processes boxes for offsite storage in Records Manager for pickup.</li> <li>• Conducts file location inventory quarterly using a wireless barcode scanner and uploads into Records Manager to correct any location errors.</li> <li>• Makes appointments for attorney(s), including the reservation of a conference room and coordinating food and beverage as instructed; assists with travel arrangements for the attorneys to attend client meetings or continuing legal education seminar(s); assists attorneys with organizing materials for firm seminar(s).</li> <li>• Enters and releases time for the attorneys according to the schedule provided by the Accounting Department; may process bills.</li> <li>• Perform, assist with or arrange for court runs, court research and court filings</li> <li>• Working knowledge of scanning, word processing and data entry (including Microsoft Word, Excel, PowerPoint and Outlook).</li> <li>• Performs all other duties as assigned.</li> </ul>
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**KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:**

1. 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.
2. Have at least 1-2 years of prior work experience in a professional services office environment in order to understand procedures.
3. Ability to communicate with attorneys, staff, managers and clients tactfully and professionally to accomplish routine daily operations.
4. Ability to operate and troubleshoot standard office equipment.

5. Ability to organize and prioritize numerous tasks and complete them under extreme time constraints.
6. 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.
7. Ability to work and remain calm in stressful situations while maintaining a high level of quality product.
8. 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.