



**Unruh Turner Burke & Frees  
Job Description**

JOB TITLE:           **Receptionist**    DEPT. NAME:       **Administration**

REPORTS TO:         **Firm Administrator**                                      DATE:                **January 2025**

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**Primary Purpose of Position:**

Greet firm clients and visitors with a warm, professional greeting and present a positive first impression. Perform a variety of customer service and administrative duties to assist clients and visitors and support general office operation. Maintain positive contact with clients and visitors and observe confidentiality of client matters.

**Essential Functions and Responsibilities:**

- Welcome visitors by greeting them, in person or on the telephone, and providing exceptional customer service.
- Answer and screen telephone calls and take messages as necessary. Ensure messages are passed to the appropriate staff member on a timely basis.
- Provide clients and guests with hot or cold beverages and take their coats and hang them.
- Respond to and assist clients by answering questions, providing non-legal information and ensuring appropriate follow-through and/or resolution.
- Prepare and distribute secretarial/notarial coverage calendar for visiting attorneys.
- Maintain tidy and organized appearance of conference rooms and reception area.
- Set up conference rooms with refreshments and meals, as necessary.
- Tidy conference rooms after completion of meetings, removing and storing leftover food items, filling and running dishwasher and wiping down table mats and furniture, as necessary.
- Prepare and distribute daily attendance list and maintain knowledge of attorney and staff whereabouts.
- Conduct conflict checks and open new matters in accordance with firm defined procedures.
- Effectively work with attorneys, legal assistants, paralegals, support staff and Firm administration to provide support to the Firm.
- Create, type, and edit documents as well as prepare routine correspondence and memoranda.
- Review, sort, scan and file documents in iManage in accordance with firm defined procedures.
- May perform notary duties.
- Schedule attorney/client meetings, reserve conference rooms and schedule secretarial and/or notarial assistance.
- Other clerical duties as required.

**Competencies:**

- Consistently exhibit an optimistic “can do” attitude.
- Excellent interpersonal skills necessary to communicate in person, by telephone and email, and to follow instruction effectively from a diverse group of clients, attorneys and staff and provide information with courtesy and tact.
- Ability to answer and route multiple incoming telephone calls simultaneously using a VOIP telephone system.
- Exhibit a professional demeanor and be customer service oriented.
- Demonstrate interest and aptitude to expand and improve knowledge, skills and duties.
- Technical proficiency in Microsoft Outlook and Word. Experience with TABS3 legal accounting software or iManage document management a plus.
- Highly organized and detail oriented with an ability to prioritize and multi-task.
- High degree of initiative in managing multiple priorities simultaneously in a fast-paced, detail-oriented work environment utilizing excellent judgment, administrative abilities, and decision-making skills.
- Ability to proofread typed material for contextual, grammatical, typographical or spelling errors.
- Ability to operate standard office equipment such as a multi-line VOIP phone system, computers, photocopiers and postage machines.
- Maintain attendance record in accordance with firm policy.

**Required Education and Experience:**

High school diploma. Professional office and/or customer service experience desired.

**Position Type and Expected Hours of Work:**

This is a full-time position. Typical days and hours of work are Monday through Friday, 9:00 a.m. to 5:00 p.m., although periodic work beyond this timeframe may be necessary.

**Working Conditions:**

This job operates in a professional office setting. This role routinely uses standard office equipment such as computers, scanners, phones, photocopiers, and filing cabinets.

**Other Duties:**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.