

Job description

Who We Are:

Since 1989, we have represented injured clients in the Bronx and communities throughout New York's five boroughs. Whether you were injured on the job or developed a disability that prevents you from working, our law firm can help. The staff of dedicated professionals at Law Offices of Joseph A. Romano, P.C. will thoroughly investigate your condition and present your case in the best, most comprehensive manner possible.

About the Position:

Romano I At Law is seeking a Bi-Lingual Spanish speaking Receptionist. Legal receptionists must possess excellent interpersonal and customer service skills to communicate with senior level attorneys, partners, clients, opposing counsel, court reporters, vendors, staff, and others. They must also have the ability to operate multi-line telephone systems and office equipment such as computers, printers, scanners, copiers and videoconferencing equipment.

The front desk receptionist is the face and voice of our company. The receptionist will be responsible to ensure that client expectations are met or surpassed. The receptionist is at the hub of activity--the control center, and is expected be strong, reliable, personable, and yet definitive enough to control client flow and route incoming calls.

RESPONSIBILITIES:

CLIENT SATISFACTION

- Greeting clients and visitors upon entrance while following CDC guidelines.
- Documents all in office visits following process' and procedures.
- Answering and routing incoming calls to appropriate department while following process' and procedures.
- Ensuring each and every caller has their expectations met or surpassed.
- Filter client calls by identifying urgent matters and following call escalation process'.
- Responsible for retuning missed calls and assigned call backs provided by Manager.
- Responsible for retrieving voice messages left on Main Lines.
- Completes each caller transaction in a quick and efficient manner and processes accurate billing code.

OFFICE ADMINISTRATION

- Maintaining the cleanliness of office waiting area, lobby, and other public areas.
- Collecting and routing mail and hand-delivered packages.
- Notifying management of supplies that require replenishing.
- Scanning, photocopying, and filing documents provided by clients.

- Completing assignments and tasks provided by Manager.

REPORTING

- Recognize, document and alert management of trends in client interactions.
- Daily Report
- Client Source Report

REQUIREMENTS:

- Minimum 1-2 years of administration experience
- 1-year experience in a call center environment preferred
- Provides clean, polished, and professional appearance
- Proficient in relevant computer applications
- Excellent level experience with the use of a computer and general office equipment such as printers, scanners, and copy machines
- Knowledge of customer service practices and principles
- Excellent data entry and typing skills
- Committed to providing quality service in relation to organizations mission
- Superior listening, verbal, and written communication skills
- Ability to handle stressful situations appropriately
- Ability to modify and adapt to improvements within organization
- Ability to operate in a high paced environment with a composed sense of urgency
- Excellent time management and organizational skills
- **Bilingual/ Spanish speaking (Required)**
- **High school diploma or equivalent (Required)**

PHYSICAL DEMANDS & WORK ENVIRONMENT:

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

Physical Demands:

While performing the duties of this job the employee is frequently required to sit, stand, walk, talk, hear, bend, stoop, and have finger, hand, and arm dexterity.

Work Environment:

This job operates in a professional office environment and routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. We are a paperless work environment utilizing E-fax, Vonage Applications, the Microsoft Office Suite package, & Litify legal database software

Bilingual/Spanish speaking required.

- Strong Communication
- Time Management
- Flexibility
- Accountability
- Multi-Tasking

Location: 1776 Eastchester Road Suite 125, Bronx, NY 10461

Job Type: Full-time

Salary: \$15.00 - \$18.00

Schedule:

- 9am – 5pm
- Monday to Friday