

**DRINKER, BIDDLE & REATH LLP**  
**OFFICE SERVICES CLERK/RECEPTIONIST**  
**JOB POSTING**

<b>JOB TITLE:</b> Office Services Clerk/Receptionist	<b>STATUS:</b> Non-Exempt
<b>REPORTS TO:</b> Office Services Supervisor	<b>LOCATION:</b> Princeton
<p><b>SUMMARY:</b></p> <p>We have an opening for an <b>Office Services Clerk/Receptionist</b> to join our team! The Office Services Clerk/Receptionist supports attorneys and staff in all areas of the Office Services Department including, but not limited to, distribution of internal and external mail, supplying satellite printer/copy/coffee stations with supplies, performing copy/print/scan assignments, back-up receptionist duties, conference room hospitality maintenance, and nightly food ordering.</p> <p><i>The hours for this role are from 11:00 a.m. to 7:00 p.m., Monday through Friday.</i></p> <p>It is essential that this person be a self-starter and able to work well both in a team environment as well as independently. This role is expected to be a substantive contributor to the outcomes described and must ensure that client service and client satisfaction are attained in all areas.</p> <p>In accordance with the firm's Client Service Initiatives, the Office Services Clerk/Receptionist must display good judgment and have effective interpersonal communications skills. In addition, confidentiality and discretion are required consistently.</p>	
<p><b>ESSENTIAL JOB FUNCTIONS:</b></p> <ul style="list-style-type: none"> <li>● Using the mail service equipment, this role is responsible for weighing, posting, sealing and shipping outgoing mail (regular and overnight).</li> <li>● Sort and delivery of incoming mail and, as needed, pick-up of outgoing mail packages from within the office.</li> <li>● Work with outside courier services to arrange for deliveries and pick-ups of materials and parcels.</li> <li>● Send, receive and deliver faxes.</li> <li>● Support Office Services team with internal office relocations, moving both furniture and equipment as required.</li> <li>● Operate multi-function devices for copying, scanning, and printing jobs.</li> <li>● Deliver work to and from the Copy Center.</li> <li>● Ensure that all satellite copy machine locations and coffee stations are restocked with supplies in a timely manner.</li> <li>● Distribute office supplies from the Supply Room to personnel.</li> <li>● Place nightly food orders for employees working late and notify them when food arrives.</li> <li>● Responsible for clearing up, organizing and restocking all conference rooms after late afternoon and/or evening meetings conclude. Notifying Facilities Supervisor if any issues (e.g. spills on carpet) are noticed when doing this evening task.</li> <li>● Operate as customer service point of contact for internal users who need assistance using copy machines on the various office floors.</li> <li>● As requested, perform check deposit and petty cash runs for firm.</li> <li>● Other duties and projects as requested from time to time relating to the Office Services Department.</li> </ul> <p><b>RECEPTIONIST FUNCTIONS:</b></p> <ul style="list-style-type: none"> <li>● Answer main switchboard within three rings when at all possible, using a positive, enthusiastic, helpful and professional demeanor. Connect all callers to a person, not to voicemail unless and only if specifically asked by the caller to do so.</li> <li>● Quickly learn to recognize and know the names of all members of the local office, the lawyers and</li> </ul>	

senior staff who hold firm leadership positions, and clients who visit/call frequently. Know the resident office for firm Practice Group Leaders and Senior Management Staff so calls can be transferred quickly.

- Greet all visitors using direct eye contact and a pleasant welcoming demeanor.
- Notify the appropriate local office member of the visitor's arrival personally – not using voicemail. If the office member does not answer, leave a voicemail and an e-mail message and follow up in two or three minutes.
  - Offer visitors refreshments while they wait if it is to be longer than a few minutes.
  - Offer a place to put coats/luggage, assisting personally whenever possible.
  - Ask if they need any additional service support during their visit.
  - If they are making calls, offer them the use of a phone room or conference room.
- When possible, escort visitors to the appropriate conference room(s).
- Assist with the scheduling and coordinating of conference rooms and visitor offices according to requests via email or phone calls. This includes obtaining information pertaining to each room's use (i.e., name of person reserving, matter number, legal assistant contact information if needed, etc.).
- As needed, assist with the confirmation of all visitor offices 24 hours in advance of arrival.
- Ensure that visiting attorney offices and conference rooms are clean, stocked with needed office supplies and visitor-ready.
- View and print room tracker daily conference room schedule for changes and updates to scheduled meetings throughout the day and/or week as needed. Inform the Information Systems Department of any IS needs.
- Notify building security in advance of lawyers, clients and guests who will be visiting the office.
- Print travel itineraries, airplane boarding passes, etc. as requested by visiting lawyers, professional staff and clients.
- Assist with taxi and car service arrangements, as well as parking information. Know where the closest parking garages are and how to give easy-to-follow directions. Know how to give directions to the office from the major roadways.
- Ensure stock of umbrellas is maintained and that coat closets are kept organized (stocked with hangers, no trash, nothing left behind from guests, etc.).
- Handle all catering orders as requested.
- Notify the Facilities Department of any maintenance issues.

*The above described job elements are intended to indicate the general nature and levels of work being performed by employees assigned to the job. They are not intended to be an exhaustive list of duties, responsibilities and skills required of employees so classified.*

#### **KNOWLEDGE, SKILLS & ABILITIES:**

- Good computer skills, specifically experience working with Microsoft Outlook, Word and Excel programs.
- Basic printer/copier experience is a plus.
- Excellent customer service skills.
- Excellent organizational skills with strong attention to detail.
- Excellent verbal and written communication skills including clear and concise telephone and email etiquette.
- Is consistent with using written communication that is technically sound, grammatically correct and without typographical errors.
- Extremely consistent in producing quality work.
- Must be highly motivated, personable, self-starter who is able to manage multiple projects simultaneously and successfully, many with tight deadlines.
- Ability to take initiative and be proactive.
- Able to follow instructions accurately and proactively keep others informed of progress.
- Accepts ownership of projects and is successful in driving projects, as well as daily tasks, to a successful conclusion. This includes being able to assess, adapt and reprioritize projects quickly when situations change.

- Ability to function effectively in stressful situations/circumstances.
- Ability to work with detailed information accurately and efficiently.
- Able to maintain confidentiality.
- Able to work well independently as well as in a team environment.
- Possess strong interpersonal skills with ability to build strong relationships.
- Ability and desire to learn new skills.
- Unbiased judgment, sound discretion, and openness to the views of others.
- Ability to interact with people in a manner that shows sensitivity, tact, and professionalism.
- Able to quickly grasp the goals, service, culture and strategy of both the firm and the department.
- Must conduct him/herself professionally in appearance and actions; must set a positive example for all personnel and support a collegial and collaborative work environment.
- Adhere to and serves as a role model for the firm's Client Service Standards.
- Respects people's differences in background, culture and perspective.
- Willingness to be flexible and perform responsibilities not specifically identified in the job description and assume new responsibilities as the Department's and firm's needs change.
- Flexible and dependable, including the ability to work overtime as needed.
- Due to duties of this role, the Office Services Assistant must be able to walk and stand for long periods of time and must be able to lift up to 40 pounds.

**EDUCATION & EXPERIENCE:**

- High school Diploma or GED.
- Minimum of two years' work experience ideally in a customer service, legal or professional services environment.

*We are an Equal Opportunity Employer and we offer an excellent total compensation package which includes medical/dental coverage (PPO/HD), vision care, life insurance, short and long-term disability plans, 401(k) with employer match, paid vacation/holidays/sick days, wellness programs and more.*

**TO APPLY:** Interested candidates should send a cover letter, including salary requirements, and resume to [human.resources@dbr.com](mailto:human.resources@dbr.com) and reference **Office Services Clerk/Receptionist** in the subject line. Incomplete submissions will not be considered.