

DRINKER BIDDLE & REATH LLP
RECEPTIONIST
JOB POSTING

JOB TITLE: Receptionist	STATUS: Non-Exempt
REPORTS TO: Director of Administration and Human Resources Manager	LOCATION: Washington, D.C.

SUMMARY:

We are seeking a **Receptionist** to join our team! ***The hours of this position will be 10:30 a.m.-6:30 p.m. (Monday-Friday).*** Based in our Washington, D.C. office, the Receptionist is often the first and last point of contact for visitors to the firm, either by phone or in person. Therefore, it is imperative that this person represent the firm in a friendly and professional manner while adhering to the highest levels of client service at all times. The Receptionist is responsible for responding to internal and external calls to the main switchboard, greeting visiting clients and lawyers, assisting with conference room and Visiting Attorney office reservations, and other administrative tasks as assigned.

This position requires an individual who consistently performs with a high degree of professional service orientation in keeping with the firm's client service tenets. The primary function of this position requires an individual who consistently exhibits positive energy, enthusiasm, professionalism and knowledge of the firm's practice areas, lawyers and client service resources. The individual must be able to keep information relating to visiting clients, lawyers or senior managers confidential. All other administrative duties included below are secondary to the primary client service responsibilities of this position.

In accordance with the firm's Client Service Initiatives, the Receptionist must display good judgment and effective interpersonal communications. Confidentiality and discretion are required consistently.

ESSENTIAL JOB FUNCTIONS:

- 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.
- Quickly learn to recognize and know the names of all members of the local office, the lawyers and 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).
- Distribute and collect card keys when visitors enter and leave Drinker.
- Send daily visitor email to the office each morning.
- Schedule and coordinate 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.).
- Confirm 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.

OTHER JOB FUNCTIONS:

- As requested, assist the Office Administrator with the following:
 - Update office telephone directory as needed, copy and distribute.
 - Serve as the initial contact person for general office vendors (e.g. carpet cleaners).
 - Maintain and inventory stock of Drinker Biddle branded gift items.
 - Perform additional general administrative duties as assigned by Office Administrator (e.g. provide back-up assistance for legal assistant, complete expense reports for Office Administrator).

The statements contained in this job description are not necessarily all-inclusive; additional duties may be assigned and requirements may vary from time to time.

KNOWLEDGE, SKILLS AND ABILITIES:

- Must be fluent in English with knowledge of proper English grammar and usage; fluency in Spanish or other languages a plus.
- This is a highly visible role, therefore it is imperative that candidates be attired professionally at all times, exhibiting a clean, neat and polished appearance.
- Extensive knowledge of Microsoft Office Suite (Word, Excel, PowerPoint and Outlook).
- Superior interpersonal skills as well as well-developed and sophisticated organization, resourcefulness, and communication skills, with a proven ability to deliver a high level of client service to internal and external clients.
- Must have strong writing and excellent communication skills.
- Must be able to create, edit, proofread and finalize all written communication, including emails, memos, documents, etc.
- Ability to adjust and adapt quickly to changing situations.
- Must be able to multi-task and coordinate several complex, high priority, high pressure projects while remaining composed and focused on the details.
- Excellent attention to detail and highly developed organizational ability.
- Ability to work with detailed information accurately and efficiently.
- Should be highly a motivated self-starter who is able to work well as part of a team as well as independently with a high degree of accuracy and professionalism.
- Accepts ownership of projects and is successful in driving projects, as well as daily tasks, to a successful conclusion.
- Ability to use office equipment (i.e. fax machines, copy machines, scanners).
- Must be able to work with all levels of firm management.
- Ability to keep information confidential and handle sensitive information with the highest degree of integrity and confidentiality.
- Maintain a clean, clutter-free, organized desk and work space consistently.
- Ability to interact with people in a manner which shows sensitivity, tact and professionalism.
- Is responsive and sensitive to internal and external deadlines.

- Must quickly grasp the goals, service, culture and strategy of both the office and the firm overall.
- Must conduct himself/herself professionally in appearance and actions; must set a positive example for all personnel.
- Assist clients, attorneys and staff members with our highest client service standards of excellence, accessibility, responsiveness, professionalism, communication and knowledge on a daily basis.
- Adhere to and serve as a role model for the firm's Client Service Standards.
- Must be able to lift up to 25 pounds.

EDUCATION AND EXPERIENCE REQUIREMENTS:

- High School diploma or GED certificate required.
- College degree highly desirable.
- Minimum two years of relevant experience, ideally in a professional services setting.

We are an Equal Opportunity Employer offering a competitive salary and full benefits package, including (but not limited to) medical and dental coverage (PPO/HD), vision care, life insurance, short and long-term disability plans, 401(k) with employer match, paid vacation, holiday and sick days, wellness programs and more.

HOW TO APPLY:

Interested candidates should send a cover letter, including salary expectations, and resume to human.resources@dbr.com referencing "**Receptionist**" in the subject line. *Incomplete applications will not be considered.*