

## **Front Office Receptionist**

Tracey Solicitors LLP are a dynamic and progressive legal practice based in Dublin City Centre. We specialise in Personal Injury and Medical Negligence litigation, and right now we're looking for a Front Office Receptionist to join our team.

We have a terrific team structure, a really rewarding client-centric culture, and a very forward-looking approach to our business - we've been paperless since 2008.

If you are looking to give your career a major boost and widen your skills base, then this could be exactly the opportunity you're looking for.

### **Overview:**

We are seeking a Front Office Receptionist. This role offers a fantastic opportunity for a self-motivated individual to join the firm.

The role will be responsible for supporting the practice in actively managing all inbound calls and visitors to the firm.

The Front Office Receptionist has the unique responsibility of making a good first impression, which can impact greatly on the success of the company.

The person will have the ability to work in a busy environment primarily focusing on the management, needs and expectations of existing and potential clients.

They will be a motivated and enthusiastic person with a focus on client care.

### **Qualifications:**

#### **Core Competencies Essential:**

- Proven work experience as a Receptionist, Front Office Representative or similar role
- Fluent English
- Teamwork
- Customer focus
- Excellent organizational skills, multitasking and time and priority management
- Professional attitude and appearance
- Tact and Diplomacy
- Hands-on experience with office equipment (e.g. phone system)
- Solid written and verbal communication skills
- Ability to be resourceful and proactive when issues arise
- Excellent MS Office and IT Skills

### **Desired Skills:**

Using Case Management System

**Key Responsibilities:**

- Managing all inbound calls and ensuring adequate patching/messaging on to relevant staff/personnel
- Provide basic and accurate information in-person and via phone/email
- Ensuring adequate records are kept of daily inbound calls, courier packages, post etc
- Monitor and manage generic law group email address
- Notifying/informing staff of any inbound post/couriers' packages etc
- Meeting and greeting all clients/visitors to the offices.
- Direct visitors to the appropriate person and office.
- Ensuring the Front Office is always kept presentable.
- Ensuring Sign in/Sign Out Sheet is completed for all Visitors to the office.
- Ensuring Sign in Sheet for all staff is completed each day.
- Order office supplies and keep inventory of stock
- Arrange travel and accommodations, and prepare vouchers
- Order flowers for the office and ad hoc flowers/gifts for staff

**Responsible to:**

Operations Manager

**Full time job within business working hours**

The rewards package will be very attractive to the right candidate, and we'll take your track record and past successes into account when making you an offer.

To arrange an informal meeting and see if we're suited to each other, there's no need to send us a formal CV – although you can do so if it suits you better. Instead, you can just drop a simple email to [sg@traceysolicitors.ie](mailto:sg@traceysolicitors.ie) and let us know where you've worked to date, and why you think we could be a great fit for each other.