



OFFICE SERVICES ASSISTANT JOB DESCRIPTION

DEPARTMENT: Office Services Assistant
STATUS: Non-Exempt

SUMMARY

The Office Services Assistant performs a wide variety of clerical and administrative duties, which includes providing a high level of customer service and support, while consistently producing an excellent work product.

JOB DESCRIPTION

REQUIRED SKILLS

- Sort and distribute incoming and interoffice mail
- Assist in processing express and overnight courier paks
- Make photocopies and deliver finished project according to schedule. Assist with troubleshooting technical problems with copiers.
- Meters mail and packages for delivery to post office/mailbox
- Fill supply requests
- Stock, organize and clean supply rooms and pantries
- Conference room set up and clean up, including monitoring conference room schedule
- Assist with moving boxes and light inter-office moves
- Preparing offices and workstations for new hires
- Back up for Receptionist – greet visitors, answer telephone screen and direct calls, reserve conference rooms.
- Assist with general appearance of office, including walk around, compiling checklist for maintenance issues, and placing maintenance requests with vendors and building management
- Other administrative responsibilities as requested

CUSTOMER SERVICE

- Responds to customer/client requests in a professional manner
- Identifies and responds to customer/client issues/problems in a timely manner, and seeks feedback/follow-up as appropriate
- Builds effective working relationships as appropriate

FIRM KNOWLEDGE

- Demonstrates knowledge of the firm's culture, practices, business, and structure.
- Demonstrates knowledge and adherence to basic firm policies, procedures and processes.



INITIATIVE

- Takes initiative beyond routine responsibility.
- Seeks out and accepts new responsibilities.
- Seeks development opportunities to enhance skills.

ACCOUNTABILITY

- Owns mistakes and takes corrective action.
- Meets work deadlines as assigned.
- Meets firm standards for attendance and punctuality.

WORK MANAGEMENT

- Works well independently.
- Demonstrates dedication to producing quality work product.
- Pays attention to detail when completing work assignments.
- Organizes and prioritizes workload appropriately.
- Utilizes resources appropriately to complete work in the most efficient manner.
- Cooperates and demonstrates flexibility when facing change.

COMMUNICATION

- Interacts effective and courteously, in person, by telephone, and in writing with attorneys, supervisors, co-workers, and other business professionals.
- Proactively communicates the status of work.
- Understands the need to ask questions and seek guidance.
- Expresses thoughts clearly, accurately, and concisely, both verbally and in writing.

TEAMWORK

- Builds effective relationships with coworkers.
- Participates and contributes fully as a team member.

TECHNOLOGY

- Utilizes available technology to carry out job responsibilities.
- Determines most appropriate technology to accomplish a given task.
- Seeks ways to utilize technology to improve efficiency.

QUALIFICATIONS

- Prior office services and customer service experience preferred.
- Law firm experience preferred.
- Attention to detail and good organizational and analytical skills.
- Flexible attitude and the ability to deal well with changing assignments and priorities.
- Flexible for overtime.
- Ability to multi-task.
- Professional appearance and demeanor.
- Ability to lift 30 lbs.



HOURS

- 9:00 A.M. to 5:30 P.M. (1 hour lunch), with overtime as required.

The Office Services Assistant job description sets forth the authorities and responsibilities of this position and may be changed from time to time as shall be deemed. We are an Equal Opportunity Employer.