

## **JOB DESCRIPTION AND DUTIES**

### **SUMMARY:**

An Office Service Clerk shall possess a high school diploma with some experience in customer service. Maintains a good degree of knowledge of office procedures and operation of business office equipment and positive contact with clients, attorneys and staff, and observes confidentiality of client and law firm matters.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Performs a variety of routine tasks such as photocopying, faxing, filing, messenger service, house keeping, mail processing, court filing, shredding, telephones and other miscellaneous office tasks.
- Receives sorts and distributes incoming, interoffice, and outgoing mail, and operates postage meter and scales; processes registered, certified and insured mail; re-addresses and forwards mail based on directory records and postal regulations.
- Files documents and pleadings with courts, in compliance with court filing procedures.
- Pick up or deliver mail at post office; pick up office supplies and carry; make bank depositions.
- Performs messenger service between departments and outside of office as directed.
- Maintains neatness of common area in office; setting up and clean up of coffee, water or meals for meetings and performing a variety of general house keeping tasks such as maintaining reading racks, dusting furniture and picture frames throughout the office areas.
- Maintains inventory of office supplies and stocks supplies.
- Offers relief support for the receptionist.
- Performs light typing duties for secretarial support, as assigned.

### **REQUIRED SKILLS:**

- Must have good organizational skills and the ability to follow directions.
- Ability to read and write at a level normally acquired through the completion of high school in order to process informational messages.
- Ability to communicate and cooperate with team members in prioritizing daily work load and responsibilities.
- Interpersonal skills necessary in order to communicate by phone and visitors and provide information with ordinary courtesy and tact.

- Work occasionally requires a moderate level of mental effort and strain when responding to high volume of support tasks and performing other essential duties.
- Ability to handle phone calls and visitors, lift phone books, and small delivery packages, operate phone equipment and record messages.
- Work occasionally requires irregular hours and/or more than 40 hours per week to perform the essential duties of the position.
- Ability to type at a level of 30 wpm with basic skills in Microsoft Word, Excel and Outlook.

**REQUIRED BEHAVIORS:**

- Tolerance for stress of multiple simultaneous, possibly conflicting, demands.
- Oral communication skills to represent Firm successfully and clearly to public.
- Administrative recall of procedures, organization, priorities, work in progress and recall of prior work performed.
- Cooperation with public and departmental members.
- Sensitivity to others.
- Attention to detail and follow directions.
- Planning and organization to accomplish tasks within normal workday.
- Abide all traffic laws. Any traffic laws that are violated, the firm is not responsible.
- Should not be on social media, texting, or long personal calls during business hours.

**WORKING CONDITIONS:**

- Works in air-conditioned/heated office.
- Exposure to low noise levels from office machinery, voices.
- No exposure to notable hazards or unusual atmospheric conditions.

**PHYSICAL REQUIREMENTS:**

- Must have excellent physical mobility; ability to lift and carry loads weighing up to 50 pounds.
- Must operate and provide own motor vehicle; have an excellent driving record and insurance.
- Ability to communicate clearly – both orally and in writing and hear communications by telephone and in person.

*This job description does not promise or imply that the functions listed are the only duties to be performed or that the position may not change or be eliminated. It is intended to describe the general content of and requirements for the performance of this job, and should not be construed as an exhaustive statement of essential functions, responsibilities or requirements. Employees are always expected to follow their supervisors' instructions and to perform the tasks requested by their supervisors.*