



## KAY LAW

PROFESSIONAL CORPORATION

### Receptionist/Client Concierge

Kay Law Professional Corporation is an entrepreneurial law firm located in Kitchener-Waterloo that specializes in corporate law, real estate, civil litigation, family law and estates. Kay Law is growing its dynamic law practice and is now looking to add an experienced Receptionist/Client Concierge to its team.

#### Role and Responsibilities

- Work closely with the firm's staff to ensure seamless day-to-day operations as the first line of contact with the firm's clients
- Answer incoming telephone calls and direct call traffic to the proper team members
- Take accurate and complete messages for those employees who may be unavailable
- Schedule appointments and overall calendar management for staff
- Greet and announce clients in a friendly and business-like manner
- Maintain neatness and organization of reception desk and front areas
- Receive and send communications by preparing and organizing documents for mailing; collecting and mailing/couriering correspondence; receiving and distributing communications; forwarding information.
- Accomplish firm mission by completing and mailing/couriering finished projects on a daily basis.
- Respond to and organize email correspondence
- Monitor incoming fax queues and route to correct recipients
- Transmit PDF scans and faxes

#### Qualifications and Experience

- Outstanding client service skills; proven ability to manage the client relationship in a calm and professional manner
- Excellent written and verbal English communication skills
- Attention to detail; ability to take and distribute accurate and clear messages both verbally and in writing
- Able to multi-task calmly and to work in a fast-paced work environment
- Strong organizational skills with the ability to adjust as per the changing environment
- Demonstrate enthusiasm and attentiveness
- Proven proficiency in PC Law, Conveyancer, Microsoft Office/Outlook
- Proven success and experience in a similar role
- Driver's license and vehicle to assist with banking and other errands
- Bachelor's Degree in Business or Communications or an Administrative program preferred

Candidates with experience and qualifications that match the above criteria, who wish to join a dynamic, enthusiastic and progressive team, are encouraged to submit their resumes in confidence via email to [hr@kaylaw.ca](mailto:hr@kaylaw.ca).

*We thank all interested applicants, however, only those under consideration will be contacted.*