

## **RECEPTIONIST**

**Receptionist**. Team, Talent, Truth, Tenacity, Triumph. These are our values.

To watch employee testimonial videos, and Bert's tour of our office, go to [www.HurtCallBert.com/careers](http://www.HurtCallBert.com/careers). For Glassdoor reviews, go to: <https://www.glassdoor.com/Reviews/Parnall-Law-Firm-Reviews-E2060161.htm>.

Please read below concerning how to apply.

We are a growing plaintiffs personal injury law firm. This is a new position due to the firm's growth. Candidate must be enthusiastic, confident, a great team player, a self-starter, and able to multi-task in a fast-paced environment.

Duties: To warmly and compassionately greet callers and visitors, making them feel welcome and comfortable. To make the best first, continued, and lasting impression on clients and all visitors and callers, including lawyers, doctors and other providers, witnesses, court reporters, insurance adjusters, etc. To create raving fan clients, and help the business and law practice grow and thrive.

Keys to success in this position: Intelligence, able to handle and transfer multiple calls, warm personality, great phone voice, welcoming appearance, able to think ahead, common sense, able to diffuse a heated situation, obtaining accurate information for messages, desire to help team and client, willing and glad to help wherever needed, offering assistance beyond basic role, focus, motivation, and taking ownership of role. You must feel fulfilled by the importance of your role in managing the front desk, and being the firm's first impression. Obviously, work ethic, character, and good communication are vital in a law firm.

Barriers to success: Struggling with database, unable to handle stress, guessing instead of asking, not looking for tasks to complete between calls, unprofessional appearance, lack of fulfillment in role. Thin skin. Being easily overwhelmed by a fast pace and multiple callers and/or visitors, or by information, data and documents. Lack of drive and confidence, procrastination, not being focused, too much socializing, taking shortcuts, excuses.

If you want to be a part of a growing company with an inspired vision, a unique workplace environment and opportunities for professional growth and competitive compensation, **you MUST apply online at [www.HurtCallBert.com/careers](http://www.HurtCallBert.com/careers). Emailed applications will not be considered.**