

KAUFMAN & CANOLES

attorneys at law



The Norfolk office of Kaufman & Canoles seeks a **Client Service Assistant**. The Client Service Assistant provides reception, general office, and client support with a variety of administrative activities and related tasks. Responsible for greeting and directing clients, answering incoming calls, directing calls to the appropriate personnel, setting up and cleaning up conference rooms, 21st floor kitchen organization and cleaning, supply inventory and stocking for 21st floor, check requests, accepting payments from clients, and other duties as assigned. Maintains positive contact with attorneys, support staff, and clients; observes confidentiality of client and firm matters.

Responsibilities:

- Interacts with clients in-person, via telephone, and email.
- Validates client parking.
- Operates standard office equipment, including personal computer, copier, scanner, and telephone.
- Arranges and schedules client appointments using KCI Reservations.
- Set up of 21st-floor office meetings including setting up meals and beverages.
- Cleaning and inventory of 21st floor kitchen areas, conference rooms, and supply areas, including dusting, wiping counters, etc.
- Coordinates daily catering orders and pay monthly catering house accounts.
- Organizes firm breakfast and lunches, attorney meetings, including working with caterers and room set up.
- Coordinates firm travel for attorneys including airline, hotel, and car rental reservations. Reconciles monthly statements from CI Travel.
- Assists in cleaning attorney and director offices.
- Performs a variety of other administrative tasks as assigned.

Qualifications

- HS diploma or equivalent required.
- 2-4 years of experience in an administrative/receptionist environment is necessary in order to perform complex administrative duties in a professional services setting
- Strong writing and organizational skills with particular attention to detail
- Ability to prioritize and manage multiple projects, and meet deadlines in a fast-paced professional environment

- Ability to proofread typed material for grammatical, typographical, and spelling errors
- Ability to type at a level of 50 WPM
- Interpersonal skills are necessary in order to communicate and follow instructions effectively from a diverse group of clients, attorneys, and staff and provide information with ordinary courtesy and tact
- Executive presence, tenacity, integrity, and professionalism that will engender confidence with attorneys, administrative leadership, and prospective candidates
- An unquestioned work ethic, willingness to “roll up your sleeves” and accept a wide variety of assignments as required and work closely with law students, associates, partners, colleagues, and team members
- Operational knowledge of standard office equipment including copier, scanner, and telephone. Fluency with MS Office Suite preferred.

BENEFITS:

We offer a competitive salary and a comprehensive benefits package. Benefits include: medical, dental, life insurance, 401(k)/profit sharing, paid time off, and long-term and short-term disability.

Kaufman & Canoles is committed to equal employment opportunity (EEO) in all aspects of our employment and retention practices and decisions.