

JOB DESCRIPTION

Position Title: Hostess/Relief Receptionist

Reporting To: Manager, Administrative Services

Position Type: Full-Time, Permanent

Position Summary: Torkin Manes LLP is seeking a Hostess/Relief Receptionist to join our talented team. The Hostess/Relief Receptionist will provide relief/backup reception assistance throughout the day. Maintain cleanliness and organization of lunchroom and satellite kitchens. Perform light housekeeping duties as required. Responsible for ensuring all kitchens and supplies are stocked/restocked for use by all Firm members. Conduct set-up/clean-up of large internal Firm catered events. Complete administrative tasks as assigned.

Responsibilities:

- Provides a relief role to the full-time Receptionist. As a first point of contact, greets clients and guests.
- Provides a professional, positive customer service experience to clients, guests and all internal Firm members.
- Answers main switchboard and responds to queries professionally. Redirects telephone calls and messages to Firm members.
- Maintains Firm security procedures. Manages loaner pass card log. Ensures clients and guests are met with an internal Firm member, before entering the Firm's premises.
- Responds to incoming email reception inquiries in a positive and professional manner.
- Resolves conflicts as they arise in a calm, professional manner. Takes care to see client/lawyer needs are met and acts in accordance with the Firm values to provide excellent customer service at all times.
- Maintains the reception area. Reviews guest seating area is tidy and presentable at all times. Replenishes refreshments, cookies and snacks throughout the day for guests.
- When performing reception duties, manages the Firm's boardroom booking system. Confirms boardroom booking appointments and resolves boardroom conflicts that may arise in an expedient manner.
- Closes reception at the end of day following regular daily procedures. Ensures the switchboard "out of office attendant" is "on", the computer system is logged off and the reception desk is locked.
- Maintains Firm lunchroom and satellite kitchens. Orders kitchen supplies, replenishes stock and ensures lunchroom/satellite kitchens are tidy. Provides light housekeeping duties as necessary.
- Monitors and reviews all Firm boardrooms on a daily basis, to ensure all rooms are neat and tidy at the start of each day and equipped with phone lists and other basic supplies for meeting use.
- Provides set-up and clean-up for large/special internal catered events (i.e. Lawyer's Lunch, Seminars)
- Maintains a high level of confidentiality in all interactions.

Other:

- Assists with special projects as required.

- Prepares archive boxes for external storage.
- Performs data entry and other administrative duties as required.
- Provides backup assistance to the Accounting Clerk, to scan file openings.
- Assists the Collections Clerks with the input and administration of accounts letters.

Backup:

- Acts as backup to full-time Receptionist. Assists with co-ordination of internal Firm catering orders, taxi chit administration and other administrative duties as required.

What You Offer:

- High School Diploma.
- 1 – 2 years' reception/hostess experience working in a fast-paced, client-service, professional environment.
- A positive, professional, upbeat personality with superior telephone manners and strong interpersonal skills. Able to interact with clients and Firm members in a sensitive, tactful, diplomatic and professional manner.
- Possesses strong time management skills. Is punctual and able to meet deadlines and juggle multiple priorities with ease. Comfortable working in a fast-paced, dynamic, changing environment.
- A pro-active team player. Possesses the ability to interact with all members of the Firm to meet Firm/client needs.
- Able to make good decisions. Uses judgement to prioritize and manage conflicting demands to meet the needs of clients and Firm members. Comfortable seeking advice/guidance from other team members when necessary.
- Able to complete tasks independently and complete daily tasks efficiently. Takes initiative to complete assigned tasks with limited supervision. Takes pride in work to ensure boardrooms/kitchens are maintained and set-up meets the expectations of the Firm.
- Possesses basic Microsoft Office skills (Word, Outlook, Contacts). Eager to learn new skills and adapt to new technology.
- Familiarity with working within a Document Management System is an asset.

Success in this role means:

- Conducts oneself in a manner consistent with Firm Values and promotes a respectful and positive work environment.
- Provides excellent client service to meet expectations of both internal and external clients.
- Exhibits strong ability to ensure all Firm policies and control procedures are adhered.
- Able to resolve day-to-day issues independently, escalating issues where appropriate.
- Demonstrates excellent technical skills and ability to learn new software and processes.
- Is proactive and works with the team by assisting where required and shares knowledge in a clear and concise manner.
- Contributes to the department by working efficiently and identifying ways to improve processes
- Able to earn the respect of Lawyers and co-workers.
- Ability to be flexible with regards to hours during busy periods to meet the demands of the role.
- Discretion and confidentiality is essential to this role and required at all times.

What We Offer:

- Competitive base salary
- Comprehensive benefit and insurance plans, with HSA
- RRSP plan with employer contributions
- Fitness Benefit
- Education assistance

If you are motivated and looking to excel, please submit your resume in confidence to:

HR@torkinmanes.com

About Us

Torkin Manes LLP is a vibrant, growing, medium-sized full-service law firm located in downtown Toronto. Our 100+ lawyers practise in all areas of business law and litigation. Torkin Manes is ranked as the #1 Ontario regional law firm by *Canadian Lawyer* and is consistently ranked as one of Canada's top Regional law firms by *Chambers Canada*. Our consistent top rankings are a testament to our client service ethic, commitment to the legal profession, and success in our areas of practice.

Torkin Manes LLP is an Equal Opportunity Employer that is committed to inclusive, barrier-free recruitment and selection processes. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code, Torkin Manes is proud to provide employment accommodation during the recruitment, selection and/or assessment processes. Should you require an accommodation, please inform us as soon as possible by reaching out to hr@torkinmanes.com, and we will work with you to meet your accessibility needs. We welcome applications from all qualified candidates. We thank all those who apply. However, only those selected for an interview will be contacted.