

April 2017



## **JOB DESCRIPTION**

**Job Title:** Legal Secretary

### **Job Purpose:**

Performs administrative and clerical duties as it pertains to the job. Handles customer relations by being a point of first contact via email or telephone. Assists the partner and/or fee earner

### **Job Duties:**

- Answers phone calls and sets up meetings with clients and others
- Assists partner/fee earner generally and as required
- Takes and accurately records messages as necessary
- Types accurately letters, e-mails, notes and memoranda
- Familiarises with and uses the firm's dictation and software systems
- Mails or sends all information to clients as required
- Assists with all accounting and bookkeeping matters
- Keeps a careful record of all bookkeeping transactions
- Takes care of orders of office supplies and other materials
- Demonstrates knowledge of legal services as required

April 2017

- Adheres to company policies and procedure; makes sure that other staff do as well
- Coordinates the flow of information between departments or from clients
- Schedules meetings and events as required
- Makes copies of pertinent information and documents
- Greets clients as they arrive at the business when necessary
- Makes sure that clients' needs are fulfilled
- Takes care of incoming and outgoing mail and e-mail
- Conducts research as needed by any partner or relevant fee earner
- Distributes information as required by management
- Updates any client information as it changes
- Acts upon any complaints by a client by notifying the relevant fee earner
- Supervises any other clerical staff as required
- Completes any paperwork on behalf of the company
- Maintains a knowledge of new office equipment
- Maintains social media as required
- Manages any projects that need clerical work
- Organises and assists with presentations or seminars if required
- Archives and fillets files and documents
- Keeps client files in good order
- Preserves confidentiality as to clients
- Preserves confidentiality as to the firm
- Ensures that the work station provided is maintained in a good and tidy state
- Undertakes any other tasks as reasonably requested befitting the role
- Professional and polite when dealing with clients and the firm's other workers

April 2017

- Dresses in attire which is suitable and befitting the role

**Skills and Qualifications:**

Basic Maths and Accountancy Skills, Microsoft Office, Microsoft Excel, Written and Verbal Communication Skills, Client Relations, Attention to Detail, Time Conscious, Office Equipment Knowledge, Computer Literacy, Team Building