

POSITION DESCRIPTION

JOB TITLE: Law & Justice Center Receptionist

REPORTS TO: Assistant Executive Director

STATUS: Non-exempt

EFFECTIVE DATE: November 2025

Basic Functions:

Staff lobby reception desk, Answer telephones, direct calls to appropriate department or tenant, and greet guests entering building. Sort mail, register checks, and promptly alert staff of mail and packages.

Outline of Responsibilities:

1. Unlock/lock main entrances (front and west) every morning and evening. Doors are to be locked at 5:00 p.m. unless there is a group using space in the building.
2. Log in all hand deliveries and express mail. Notify appropriate departments and tenants of any deliveries.
3. Enter checks into a check log.
4. Assist attorneys and public with their questions. Greet them as they come in and help them with any inquiries they might have. Direct them to the appropriate departments or contact a staff person to help them.
5. Answer phones promptly and professionally. Calls should be answered by third ring or sooner. Direct people to the appropriate departments; be well-informed about events, meetings, seminars, and different functions held in our building or other locations.
6. Provide information to the public about legal assistance or programs to help them resolve issues with their lawyer. Provide information about legal programs and services available to public throughout the state of Utah. Assist non-English speakers either by phone or in person.
7. Assist with basic information regarding all the departments at the Utah State Bar office.
8. Prepare monthly schedule for employees who cover the telephone during the Receptionist's breaks.
9. Maintain a positive and professional attitude with difficult people, on the phone or in person to assure the safety of the public and staff personnel.

Requirements:

1. Must speak English and Spanish fluently.
2. Knowledge of basic computer desktop applications such as email and Word.
3. Reliability.
4. Attention to detail.
5. Professional appearance.
6. Courteous demeanor.