

Front Desk Receptionist/Assistant:

We are looking for a Front Desk Receptionist / Assistant in our Katy office. This person will answer the phones and support several Escrow Officers in closing real-estate transactions quickly and on schedule.

About the role:

The Front Desk Assistant performs secretarial and administrative work in answering telephones, receiving the public, providing customer assistance, data processing, and record-keeping all in accordance with established policies and procedures while providing excellent customer service.

Responsibilities include but are not limited to:

- Answers central telephone system in an efficient and professional manner and directs calls accordingly.
- Receives the public and answers questions, in person and by telephone.
- Ensures regulatory compliance by prohibiting non-authorized individuals from entering secured areas without an employee-escort.
- Duplicates and distributes materials as directed.
- Composes, types and edits correspondence, reports, memoranda and other material.
- Assists with real estate escrow transactions by gathering, checking and preparing documents, maintaining accounts and scheduling appointments.
- Maintains the cleanliness and professional image of the reception area and closing rooms.
- Mail original recorded documents.
- Order supplies for the office.
- Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
- Identifies and communicates areas of improvement regarding operations to management.
- Performs other tasks, duties, or projects as assigned by management.
- Performs all essential functions by being physically present on a full-time basis.

Who you are:

You are very detail oriented. You are cheerful, articulate, and enjoy helping others. You can juggle multiple priorities and are very time conscious. You are organized and understand the importance of quality customer service. You carry yourself professionally and represent the company well both internally and externally.

Qualifications:

- Excellent and professional verbal and interpersonal skills.
- Highly organized with strong attention to detail with the ability to multi-task.
- Good computer skills including proficiency with closing software and MS Word
- Ability to consistently meet deadlines, demonstrate strong follow-through and to follow all regulatory and company procedures.
- Ability to work on multiple files concurrently without making errors.
- Exemplary organizational skills.
- Ability to manage high volume transactions in a paperless environment.