

## **FRONT DESK ASSISTANT JOB DESCRIPTION**

**Reports To:** Managing Escrow Officer / Escrow Manager

**Classification:** Non - Exempt

**Summary/Objective.** The Front Desk Assistant performs routine clerical, 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.

**Essential Functions.** (Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

- 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.
- Complies with all regulatory requirements.
- Understands, follows and stays current on all policies and procedures in the Employee Handbook.
- Follows instructions and responds to management direction.
- 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.

### **Competencies.**

- Excellent verbal and interpersonal skills.
- Ability to present a professional demeanor.
- Ability to deliver superior internal and external customer service.
- Highly organized with strong attention to detail with the ability to multi-task.
- Ability to consistently meet deadlines, demonstrate strong follow-through and to follow all regulatory and company procedures.
- Ability to effectively present information in one-on-one and small group situations to customers, clients and other employees.

**Work Environment.** This position operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopies, filing cabinets and fax machines.

**Physical Demands.** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk and hear. This position is very active and requires standing, walking, bending, kneeling, stooping, crouching, crawling and climbing throughout the day. The employee must frequently lift or move items up to 25 pounds. Specific vision abilities required for this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**Position Type and Expected Hours of Work.** This is a full-time position. Days and hours of work are Monday through Friday, hours vary by location. Occasional evening and weekend work may be required as job duties demand.

**Travel.** Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected.

**Required Education and Experience:**

- High School Diploma or GED or 1 year of related experience.
- Knowledge of Microsoft Office Applications

**Preferred Education and Experience:**

- Associates Degree

**Equal Employment Opportunity Statement:**

- AllFirst, LLC and its subsidiaries are committed to providing equal employment opportunity and will make employment decisions without regard to race, color, religion, national origin, citizenship, age, sex, gender, veteran status, marital status, disability or any other characteristic protected under applicable laws and regulations.

**Other Duties.** Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.