

## Operations Support Specialist Job Description

### Qualifications:

Experience:

- Customer service: 2 years (Required)

License/Certification:

- Michigan Driver's License (Required)

### Job type

- Full-time
- In person: 627 West Front Street, Traverse City, MI 49684

### Shift and schedule

- Day shift
- Monday to Friday

### Benefits

- 401(k)
- Dental insurance
- Health insurance
- Paid time off
- Vision insurance

### Pay

- \$18.50 - \$22.50 an hour

## **Full job description**

The Operations Support Specialist is a multi-functional position, playing a crucial role in both day-to-day operations, and in managing the initial interaction between clients and WKEDS. This position is expected to be charismatic, empathetic, and extremely detail oriented.

*Reasonable accommodation may be made to enable individuals with disabilities to perform these essential functions.*

**Reception and Guest Greeter:** This position is responsible for fielding and redirecting incoming calls and screening as appropriate, greeting clients, guest, attorneys and employees, and creating a positive and professional first impression on behalf of the organization.

**Deliveries:** This position is expected to receive deliveries and packages, communicate with the office on all deliveries and packages. This position will dispose of junk mail, label documents and maintain a log of supplies to be reordered.

**Operations Support:** This position is responsible for ensuring a welcoming lobby area, assisting with technical support in conference rooms, and maintaining the waiting room and conference rooms in a clean and organized manner. This position coordinates building maintenance (e.g., lawn care), is also required to ensure the entry door remains locked throughout the day and ensures timely and cost-effective resupply of organizational needs (e.g., copier paper, water) to support daily operations.

**Sales Support:** This position is expected to serve as an “as-needed” backup for the Sales & Marketing department, providing initial screens of potential clients to assess their fit for the firm.

**Notary Services:** As necessary, this role is expected to verify the identities of signatories, witness the signing of important documents, administer oaths, and ensure the authenticity and legality of signatures and documents.

**Communication:** This position ensures smooth information exchange between intake and other departments by maintaining strong attention to detail, and by completing documentation thoroughly with minimal errors/omissions.

**Administrative Support:** The employee holding this position will attend department and company meetings as necessary. The employee will work with leadership to improve the management of the reporting of leads and qualified leads.

**Abstain from provision of legal advice:** In performing this role, the employee may be asked legal questions by PNC's. Non-attorneys are prohibited by the Professional Rules of Conduct by the State Bar of Michigan and by the ABA rules of Professional Conduct from practicing law. Consequently, this employee must refrain from offering opinions which could be considered legal advice.

**Legal Assistant Support:** This role serves as an "as-needed" backup to ensure all legal team deliveries are completed in a timely fashion, including the filing of court documents as instructed, and documents all related tasks in a manner consistent with firm standards.

**Other duties:** This position is expected to be flexible regarding tasks completed, and may assist with other general, legal, or administrative tasks as requested.