



Receptionist Needed at Busy Downtown Law Office

About the Firm: Multnomah Defenders, Inc. (MDI) is a non-profit public interest law firm established in 1982. Our mission is to provide high quality representation to our clients and to treat every client with dignity and respect. MDI operates with a staff of over 70 people, including attorneys, trial assistants, a social worker, case managers and investigators. MDI lawyers defend adults and juveniles in courts of Oregon in criminal, juvenile, contempt and appellate matters. MDI has two offices with its primary office located downtown in the World Trade Center at 1001 SW Naito Parkway, next door to the Multnomah County Courthouse.

Position: As a front-facing role, the receptionist is responsible for greeting clients and fielding calls for a variety of clients, vendors, contractors, and those who work within the court system. In a professional and friendly manner, the receptionist must be able to efficiently direct a call or client in the right direction. The receptionist is supervised by the Office Manager and will aid in helping to keep the firm running smoothly when directed. This is a full-time position, working Monday through Friday from 8am to 5pm; it is also part of a bargaining unit.

Qualifications:

- Excellent verbal communication skills
- Calm phone demeanor and comfort fielding multiple calls and managing call logs
- Conversational Spanish speaking ability a plus
- Basic knowledge of office equipment, competency in Microsoft Word, Excel, Outlook, and Windows computers
- Flexibility, strong multitasking skills, attention to detail
- Experience working with people under stress

Responsibilities:

- Answer and route phone calls for an extremely busy public interest law firm
- Greet clients by telephone and in-person
- Prepare a daily report of appointments
- Monitor a shared 'in and out' program in order to transfer calls
- Stamp and distribute mail, accept deliveries
- Assist Office Manager in various administrative tasks
- Help troubleshoot office equipment as needed
- Help with case files as needed; some tasks may include preparing discovery requests, scanning files, and becoming familiar with our case management software, ActionStep

Compensation: Medical, Dental, Vision, and Life Insurance provided. MDI covers 90% of individual and family medical and dental insurance plans. Employer contributes an equivalent of 10% of salary to 401k after six months of employment, with optional additional employee contributions up to \$23,000 and \$30,500 for employees over the age of 50. Generous sick time,

vacation time, and annual merit-based reviews with raises are also provided. Salary range is \$45,653.74 to \$64,237.86 depending on experience. Position includes free access to two on-site gyms, including one with views of the Willamette River. A Health Reimbursement Account (HRA) is provided. All employees receive 10 paid holidays a year, plus 2 floating holidays. MDI is an enthusiastic, supportive, and progressive work environment with a passionate workforce dedicated to our mission.

How to Apply: Please email a cover letter and resume to jobs@multnomahdefenders.org

MDI is an equal opportunity employer. We are committed to fostering a workplace culture inclusive of people with respect to their race, ethnicity, national origin, sex, gender identity, sexual orientation, socioeconomic status, veteran status, marital status, age, disabilities, political affiliation, religious beliefs or other characteristics. We encourage you to apply if you identify as part of a marginalized or underrepresented group.