



---

## **Job Description**

**Job Title:** Personal Injury Firm Receptionist

**Reports To:** Managing Partner

**Location:** In-Person, 1501 Biscayne Blvd., Ste. 501, Miami, FL 33132

**Employment Type:** Full-Time (35–40 hours/week), Non-Exempt (Hourly)

At The G Law Group, we are dedicated advocates for injury victims and those harmed by negligence or wrongdoing. We fight for the best possible results — not just acceptable ones.

Based in the heart of Miami, we serve clients throughout Florida and nationwide. Our firm is built on a simple principle: we treat our clients like family. That same commitment extends to our team. We value accountability, teamwork, and a shared drive to deliver exceptional results.

The Receptionist is often the first point of contact for our clients. This role requires warmth, composure, attention to detail, and the ability to maintain professionalism in a fast-paced legal environment.

### **Position Summary**

The Receptionist serves as the front-facing representative of the firm, managing client communications, greeting visitors, answering calls, and providing administrative support. This position plays a critical role in client experience, office organization, and daily operational efficiency. The ideal candidate is polished, reliable, organized, and able to multitask while maintaining a calm and professional demeanor.

### **Job Duties**

#### **Client Interaction**

- Answer and direct incoming calls promptly and courteously
- Schedule consultations and confirm appointments
- Manage incoming and outgoing mail and deliveries.

#### **Administrative Support**

- Open new client files and maintain organized physical and digital records
- Scan, copy, and file documents accurately
- Prepare basic correspondence and appointment reminders.
- Assist with data entry in case management software (e.g., MyCase)
- Assist attorneys and paralegals with administrative tasks as needed

#### **Operational Support**

- Implement workflow improvements and administrative efficiencies.
- Maintain case management software accuracy.
- Calendar appointments and internal meetings
- Coordinate conference room scheduling
- Maintain confidentiality of client information at all times.

### **Required Knowledge, Skills, Abilities, and Other Characteristics (KSAOCs)**

**Knowledge:** Basic understanding of office administrative procedures; Familiarity with professional office etiquette.

**Skills:** Strong verbal communication; Clear and professional phone presence; Proficiency in Microsoft Office (Word, Outlook); Basic data entry; Strong organizational skills and attention to detail.

**Abilities:** Ability to multitask in a fast-paced environment, and to remain calm and professional under pressure; Ability to maintain confidentiality.

**Other:** Bilingual (English/Spanish) highly preferred; high emotional intelligence for client interaction; professional appearance and demeanor; Strong interpersonal skills and client-service orientation.

### **Required Education and Experience**

- High School Diploma or equivalent required.
- Minimum 1–2 years of receptionist, front desk, or administrative experience.
- Proficiency in Microsoft Office.

### **Preferred Qualifications**

- Experience in a law firm or professional office setting.
- Bilingual (English/Spanish) strongly preferred.
- Familiarity with South Florida communities.

### **Benefits Package**

- Paid time off (80 hours accrued PTO, 40 hours sick leave, 7 paid holidays), eligible after 90 day probationary period
- Medical Insurance, Disability, Dental, Vision, Life Insurance, Long-Term Disability, eligible after 90 day probationary period
- Salary Range: \$15–\$20 per hour (commensurate with experience)
- Performance-based bonuses

### **Equal Employment Opportunity (EEO) Statement:**

The G Law Group is an Equal Opportunity Employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, veteran status, or any other characteristic protected by law.

### **Americans with Disabilities Act (ADA) Statement:**

The G Laws Group is committed to providing reasonable accommodations to individuals with disabilities during the application and interview process. If you require an accommodation, please contact [info@theglawgroup.com](mailto:info@theglawgroup.com) to discuss your needs. We encourage all qualified individuals to apply.