

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED FOR THE POSITION:

Knowledge of:

- Professional office procedures and practices
- Administrative principles and procedures

Skilled in:

- Professional telephone etiquette
- Active listening
- Proper English spelling, grammar, and punctuation
- MS Windows
- MS Word
- MS Excel
- MS Outlook
- Typing, data entry, and proofreading
- Managing details
- Customer service
- Use of personal computer

Ability to:

- Operate multi-line phone system
- Speak clearly and correctly
- Ask clarifying questions
- Answer calls courteously, efficiently, patiently, and professionally
- Communicate professionally with all members of the public and of The Florida Bar
- Communicate effectively and professionally, both verbally and in writing
- Tactfully manage difficult situations
- Organize and prioritize work
- Multi-task
- Maintain confidentiality
- Follow written and oral instructions
- Follow policy and procedures
- Consistently demonstrate excellent service-oriented behavior and provide excellent customer service

MINIMUM EDUCATION AND WORK REQUIRED FOR THE POSITION:

Required Minimum Education:

High School Diploma (or its equivalency).

Required Minimum Professional Work Experience:

One (1) year of related office administrative experience. Experience working in a customer service environment.

Required Licensure Certification(s):

Other Job Related Requirements for the Position (e.g., work schedule, physical and mental requirements, language requirements, overtime, travel, use of equipment/machines, etc.):

Punctuality is required.

Ability to sit for long periods of time, hear and converse over the telephone, and key/work frequently on a computer.

Ability to lift 5 to 10 lbs.

Additional Information:

Bilingual - English/Spanish preferred.

This job description is not a contract for employment and The Florida Bar reserves the right to make any necessary revisions on the job description at any time without notice.