

CLIENT SERVICE REPRESENTATIVE

Torys is a highly respected international business law firm with offices in Toronto, New York, Calgary and Montréal. We work together to offer seamless cross-border services to our clients all over the world.

As a Torys employee, you will enjoy both an exciting, fast-paced work environment and a supportive, collegial and team-based culture. Our positions are best suited to individuals who take pride and ownership in their work and demonstrate exceptional client service in everything they do. At Torys, we take pride in our ability to attract and retain individuals who excel in their respective fields. We do this by providing stimulating work and learning and development opportunities, as well as a competitive compensation and benefits package.

POSITION OVERVIEW

Reporting to the Sr. Manager, PR & Admin, the Client Service Representative has an exceptional client service orientation and functions as the first point of contact for internal and external clients.

KEY ACCOUNTABILITIES

- Greet clients and notify professional and secretarial staff of their arrival.
- Answer and route all incoming calls to the correct individual or forward messages to the individual's voice mailbox.
- Coordinate boardroom requests including; the ordering of food and beverage services to ensure all client (both internal and external) needs are met.
- Provide general administrative support (e.g. printing, scanning) to the office as requested.
- Maintain and update reception and boardroom phone directories.
- Coordinate service request calls for building maintenance and office services.
- Coordinate visitor office and pass delegation.
- Administer taxi vouchers and provide monthly summaries to the Accounting Department.
- Assist with coordination and execution of client events; liaise with Marketing as needed.
- Assist with cheque requisitions, monthly expense reports and reconciliations.
- Receive and respond to routine client inquiries (both internal and external clients).
- Close reception area daily.

ATTRIBUTES & EXPERIENCE

- Completed high school diploma or equivalent experience.
- Minimum 2+ years of previous related experience, preferably within a professional services firm.
- Working knowledge of Microsoft Office (Outlook, Excel, PowerPoint and Word).
- Knowledge of the protocols for seeking resolution to client service issues and the ability to facilitate/assist clients.
- Strong client service orientation combined with the ability to manage multiple client (internal and external) needs at the same time.
- Excellent communication (verbal and written) and interpersonal skills with the ability to interact with individuals at all levels within the organization.
- Excellent organizational skills with the ability to plan, prioritize and manage time effectively.
- Able to follow instructions and standard work processes to perform routine tasks.

- Proven ability to work well independently and collaboratively within a team environment.
- Able to work with tact, poise and discretion.
- Exceptional attention to detail.
- Flexibility to work overtime when necessary.

HOW TO APPLY:

Please address your resume and cover letter, stating your salary expectations to Jocelyn Harris (jyharris@torys.com).

We thank all applicants for their interest in Torys LLP; however only candidates selected for an interview will be contacted.

We foster an inclusive and accessible environment and are committed to providing support to applicants and firm members with disabilities. If you require accommodation at any time during the recruitment process, please contact Jenny Tavares, Senior Manager, Human Resources.