



Secretary/ Office Administrator

Description:

Titan Chambers is seeking a dynamic and motivated self-starter to provide efficient and effective support to our team. The successful candidate must be prepared to be accountable for their actions and must have a thirst for knowledge and growth. He/she will have a well-organised approach to work and have a focus on customer service and client satisfaction.

Duties:

Responsible for:

- **Client Interaction and Management**

Manning the office during office hours (8:00 am-4:00 pm)

Onboarding Clients - Via email/Client Intake forms etc.

Client communication - including scripts/templates that we have developed

Greeting clients as soon as they arrive and connecting them with the appropriate party

Answering telephone calls and directing messages to the appropriate persons

Creating and managing both digital and hardcopy client records and database management

Completing Know Your Customer Client Forms and other Intake/ Due Diligence procedures

Scheduling Appointments

Maintaining the general hygiene of the common office spaces

- **Document Preparation**

Producing accurately typed and formatted documents from instructions

Responding to routine correspondence and drafting documents on behalf of Attorneys

Preparing regular, timely and accurate Status Updates

- **Attorney/Tenant Support**

Receiving, sorting, recording and distributing incoming and outgoing correspondence

P.T.O.

Office Diary Management (Conference Room Bookings etc.)
Scheduling and confirming appointments and maintaining event calendars
Photocopying, Scanning, Filing and other office administration tasks
Generating, following up on and collecting invoices
Liaising with various Courts and other External Stakeholders

- **Errands**

Payment for Office Expenses (Bill payment etc.)
Filing at the courts
Dropping/ Collecting documents from Government Agencies
Dispatch of Letters

- **Research**

Case Preparation
Research and Organisation of Monthly Newsletter
Creating Social Media posts

And undertaking other related duties as may reasonably requested from time to time.

Requirements:

1. Candidates must have a minimum of three (3) years' experience in a similar role
2. Exceptional analytical, written and oral communication skills
3. Excellent organizational, problem-solving, prioritisation & time-management expertise
4. A Diploma in Business, Administration, Management or similar discipline
5. Proficient in the use of Microsoft Office Suite (MS Word, Excel, PowerPoint etc.)
6. Good interpersonal skills with a high degree of professionalism and trustworthiness
7. Exceptional ability for attention to detail
8. Proven ability to Multi-Task effectively
9. Must be able to perform independently and at a high level
10. Prior experience in a legal office is a significant asset