

# MODERN

abstract and title

## **ORDER CLERK/RECEPTIONIST JOB SUMMARY**

Greet customers and guests and promptly offer assistance. Process e-mail and faxed requests, take orders verbally over the telephone, provide quotes, check on status of Orders and handles miscellaneous requests for customers.

### **ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES:**

- Logs in Order in order entry using soft pro
- Answering incoming calls
- Greet guest at receptionist desk
- Ability to work from 8:00 a.m. to 5:00 p.m. Monday through Friday.
- Must be personable, positive and a professional representative of the Company.
- Regular consistent attendance is required.
- Ability to accept supervision.
- Ability to foster, develop and maintain professional and collaborative working relationships.
- Must be able to get along with others, i.e., peers, supervisors, outside customers, and vendors.
- Ability to interact effectively and professionally with all levels of management, employees and customers by email, phone and in person.

### **ROLE SPECIFIC KNOWLEDGE:**

- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Perform other duties as assigned by supervisor.
- Ability to work overtime as requested and approved by supervisor.
- Ability to prioritize and handle multiple projects.
- Strong attention to detail and organizational skills.
- Proficient in Microsoft Office Suite and Outlook.
- Ability to perform under pressure and be flexible with disruptions throughout the workday.
- Repetitive and continual typing motion is required.
- Understanding of real estate contracts and legal descriptions.

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## **TRULY REMARKABLE SERVICE:**

- We are looking for a friendly, outgoing, well-organized person with a strong work ethic and desire to find solutions to help customers have a truly remarkable experience closing their real estate transactions.
- Must create a positive image of the company through a professional appearance, actions, and conduct to fellow employees and customers

## **EDUCATION, LICENSURE, AND EXPERIENCE:**

- Completion of a High School diploma required.
- Customer Service Experience
- Abstract, Title, Legal or other related industry experience min of 1yr required.

## **BENEFITS:**

- Medical, Vision and Dental Insurance
- Voluntary term life
- 401-K
- Paid sick days and vacation days
- Paid holidays

## **EQUAL EMPLOYMENT AND NONDISCRIMINATION**

At Modern, our commitment to diversity and inclusion is helping us to create not only a great place to work, but also an environment where our employees, our customers and our communities can reach their goals and connect with each other. Modern takes affirmative action to ensure that applicants are recruited and employed, and that employees are treated during employment, without regard to their age, race, creed, color, national origin, ancestry, marital status, disability, history of disability, veteran status, nationality, or sex/gender. Some state or local laws also specifically prohibit discrimination based on additional classifications, which may include ancestry, citizenship status, political affiliation, gender identity, sexual orientation, marital status and/or parental status.