

Are You the One?

Phone Receptionist

Full-Time. Starting \$12 – \$15 /hr.

Estate Planning and Elder Law firm with offices in **Oregon, WI**, Brookfield, WI, and Madison, WI is looking for a friendly, professional, compassionate and level-headed, A++ **Phone Receptionist** to join our team.

Instructions for application are at the end of this document.

We are a law firm dedicated to providing our clients with the best-damned estate planning, elder law, and probate services possible. We do this by living by our five **Core Principles** of:

Love, Compassion, Integrity, Teamwork, and the constant **Pursuit of Excellence**.

Our founder, a retired Army JAG officer, leads this small but quickly growing boutique practice. We want members on our team who are fierce, strong, and compassionate as well as ethical, professional, and trustworthy. You must be committed to helping others and want to be a part of something extraordinary.

We are seeking a **full-time** phone receptionist to work in our **Oregon** office but would consider a work-from-home position for the right candidate. You would be in the Oregon, WI office for the first couple of months for onboarding and training on our systems.

Breaking the Mold

You will be investing yourself to grow a firm and create a culture that will break the mold and change people's lives. You believe: "good enough" sucks; you want to push harder and achieve more.

You must understand and embody our **Core Principles**. We want referrals from clients who become raving fans, not repeat business from miserable ones. We want to deliver an experience that is above and beyond the norm. We want you to be so awesome that you have a cult of raving fan clients.

Our Systems

We have written scripts and process trees to guide you in your learning of the job.

You must be willing to fully adopt our existing systems but also help us continuously improve them.

You will have measurable benchmarks on a weekly, monthly, and quarterly basis.

You must be familiar with providing exceptional customer service and administrative support. You will be a key contributor to the overall success of our firm by ensuring smooth communication, efficient workflow, and excellent customer experiences.

Pay

Pay is at or above market including the ability to earn bonuses. The starting base salary will be \$12 to \$15 hourly depending on experience. You will be part of our monthly bonus program, plus benefits.

Team

We strive to become our best selves. We are a team that looks out for one another, and we all look out for our clients. We provide opportunities for our team members to grow personally, professionally, and financially.

We will want you to develop a knowledge of our clients and recognize those who you've talked with before. We pride ourselves on personal service, and one of the hallmarks of that personal service is recognizing who our clients are.

If you want to join an energized team like this, keep reading, or skip to the end where you will find application instructions!

What are some of the characteristics that you must have?

You are someone who loves older adults and is responsible, friendly, outgoing, and discreet. You see the **glass half full**. We have no place for toxic people and workplace drama. Our team is outstanding and does amazing work. We communicate all the time and openly. We acknowledge our mistakes and apologize when we have affected others negatively.

We are looking for someone who is not afraid of **Windows** computers. This will be your working environment, and we do not allow work on personal computing devices.

You need to be able to talk to clients and staff in a manner that is **confident, kind, and candid**. Because we deal with folks of advanced age and varying education levels, you must have patience and be compassionate. While it is important to show that you care about our clients, it is more important to actually care about them.

Requirements

If you believe that this is the “home” you’re looking for – a place where excellence is rewarded, where you can be significant, and where you love coming to work every day – then please apply. If you hope for a position where you can put in minimal effort, please don’t waste our time. Life is short.

If this ad was too vague or boring for you, then below is a more detailed list of qualifications.

Keep in mind that even though we’ve specifically asked only excellent people to apply, not-so-excellent people will inevitably still apply. So, we’ve devised a series of tests to weed those people out. If you are as serious about this position as we are, then you’ll follow it through to the end. If not, then let’s all be glad we figured that out now rather than later.

Qualifications

- Excellent communication skills, confidence on the phone.
- Integrity and professionalism.
- Experience in call handling.
- Sales experience a plus.
- Familiarity with Windows 10/11, MS Word, Excel, Adobe Acrobat.
- Organized and detail-oriented.
- Able to switch gears between calls and be mentally 100% present to whomever is on the phone.
- Able to communicate calmly and clearly with stressed clients.
- Self-starter, resourceful, compassionate, responsive, adaptable.
- Desire to help others and create something significant.

Duties

- Answering the phone.
- Scheduling appointments.
- Documenting all interactions.
- Communicating with corresponding team members about phone calls, correspondence, visits to the office, faxes, and emails.
- Backup to Client Concierge in greeting and serving clients.
- Make everyone who calls the office feel as though they are special and the most important thing happening in your life right now.
- Maintaining the attorneys’ calendars, scheduling, and rescheduling appointments with clients, and giving written and phone reminders to clients and staff about upcoming meetings and events.

- Other duties as assigned.

We Value Our Team and Offer The Following

This position has competitive compensation, a good work-life balance. We offer a Retirement Plan with an employer contribution. Paid holidays and PTO for employees who work full-time.

- Paid Holidays
- Paid Vacation / Sick Time
- Medical & Dental.
- 401(k) company contribution after waiting period.

Why Work With Us

GREAT BENEFITS You will be given a competitive hourly base plus you will be part of our monthly bonus program and a full benefits package.

STABILITY & GROWTH We are on a fast growth trajectory. This is an opportunity to join a top team and work with the best as we expand into other states. We are looking for someone to join our team and grow personally and professionally with us!

PURPOSE Our purpose is to be a steadfast family friend to our clients. We do this through Estate Planning, Elder Law, and Estate Administration services and advice. We help Elders and their loving families to protect their life savings in the face of the devastating costs of nursing care.

All qualified applicants will receive consideration without regard to race, age, color, sex, religion, national origin, disability, sexual orientation, gender identity, marital status, military status, genetic information, or any other status protected by applicable laws or regulations.

So are you ready to apply for your dream job? If so, please contact us by following the instructions below. (Hint: these instructions are a test to weed out the unqualified).

HOW DO I APPLY?

Please note that your ability and willingness to follow these instructions explicitly will play a big role in whether you will be considered for this position. Do not use the reply option on this ad. Email the following documents to the email address

jobapplicants@friendly.law, in PDF format only. The email subject should be "[your full name, spelled backwards] is your Receptionist" in the subject line:

1. Your résumé.

2. Cover letter in 12 pt. Georgia font, normal letter format addressed to Atty. Dan Krause at the firm's Oregon, WI address below, including the following in bullet-point format:

- How can you deliver value to a client going through probate of their loved one?
- How can you deliver value to an elderly client unsure about their future?
- What are you looking for in this position, financially, professionally, and personally?
- What did you like and did not like about this ad? (You can be honest; we will not hold it against you).
- Name one great movie you have seen or book you have read in the last twelve months, and why you liked it so much.

Thank you for taking the time to consider joining our team!



KRAUSE ESTATE PLANNING
& Elder Law Center

116 Spring Street
Oregon, WI 53575
(608) 268-5751