



Job Description

Title:	Administrative Assistant	Reports to:	LSD Workflow/Team Lead
FLSA Status:	Non-Exempt	Schedule:	Full Time: Monday-Friday Generally 8:00 am to 5:00 pm PST Overtime with Notice
Department:	Legal Services	Location:	Santa Fe Springs, CA

About First Corporate Solutions (FCS)

First Corporate Solutions (FCS) is a global risk management and due diligence firm providing UCC and corporate solutions that help legal and financial professionals mitigate risk and perfect secured transactions. As a longtime leader in web-based due diligence solutions, FCS offers a comprehensive online lien searching, UCC filing, monitoring, and portfolio management system that provides users with centralized management of all of their due diligence related activities.

Job purpose

This Administrative Assistant provides support to the Legal Services team. This team specializes in incorporation and legal business compliance solutions. This role assists with Registered Agent duties and compliance and learns to proactively manage the entire order process (from creation through invoice and follow-up), probes for cross-selling opportunities, and develops positive working relationships with customers and strategic partners nationwide. The Administrative Assistant plays a vital role in supporting, communicating and encouraging FCS' Vision, Mission and Guiding Principles.

Duties and responsibilities

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Provide a positive first impression by answering all incoming calls using a multi-line phone system and directing callers accordingly
2. Open and sort all incoming mail, packages, other parcels and distribute accordingly
3. Prepare and finalize mail, certified parcels, overnight packages, other packets for delivery by deadline
4. Service of Process duties:
 - Global tracking and reconciliation of Service of Process (SOP)
 - Managing the distribution of SOP volume
 - Answering and directing queries to completion
 - Handling the completion or rejection of SOP
 - Tracking data relating to duties and reviewing the quality of SOP
 - Updating and monitoring Registered Agent information
 - Filing change of agent and agent resignation forms with state offices
 - Working with the service organization on internal record keeping and discontinuing representation
5. Legal Processing duties:

- Assisting with corporate and/or UCC search and retrieval request
 - Obtaining documents/certificates from government offices
 - Preparation/Review of Search Reports
 - Filing UCCs
 - Assisting with corporate document filings
 - Processing Change of Agent projects (audits, form preparation and filing)
 - Conducting status/name availability checks
 - Assist with large projects
6. Record customer interactions with issues and escalate to manager immediately
 7. Collaborate internally and externally with a diverse team to contribute to organizational success
 8. Manage time and company resources appropriately
 9. Scanning, faxing and using copier as needed
 10. Manage the scanning of document for electronic storage
 11. Other duties as assigned by department lead or manager

NON-ESSENTIAL DUTIES AND RESPONSIBILITIES:

- ✓ Perform various other job-related duties as prescribed by company and departmental need

Performance Measurements

- ✓ Reports typed/data entry are error free
- ✓ Adhere to work schedule and approved time off
- ✓ Consistently communicates clearly with team and manager regarding changes, issues, etc.
- ✓ Maintaining FCS' superior service standards and meeting deadlines
- ✓ Keeps written procedures updated
- ✓ Completes quarterly Scorecard goals

Qualifications

REQUIRED EDUCATION/CERTIFICATION:

- ✓ High school diploma or greater

REQUIRED KNOWLEDGE:

- ✓ High competence of computer applications including full Microsoft Suite and internet searching.
- ✓ Competent in PDF Studio Pro, Adobe Acrobat and a paperless work environment.
- ✓ Able to perform simple mathematics equations
- ✓ Basic understanding of legal industry pertaining to Business Entity formations and Registered Agent

REQUIRED EXPERIENCE:

- ✓ 2+ years customer service office experience and professional demeanor
- ✓ Type 45 wmp with 100% accuracy
- ✓ Proficiency in data entry, displaying both speed and accuracy
- ✓ High level of attention to detail
- ✓ Effectively managing multiple projects simultaneously

REQUIRED SKILLS/ABILITIES:

- ✓ Strong communication skills with reading, writing, speaking and command of the English language
- ✓ Ability to learn quickly, adapt to change and multi-task successfully
- ✓ Self-motivation with the ability to function in a time-sensitive customer critical work environment

- ✓ Sharp eye for detail to correctly and completely capture key information
- ✓ Ability to work independently with a minimum amount of oversight
- ✓ Ability to sustain performance standards (quality and productivity)
- ✓ Ability to reconcile reports, verify information and review all process for accuracy
- ✓ Critical thinking with analytical and research skills
- ✓ Successfully collaborating with peers and management
- ✓ Integrate information from multiple sources quickly and accurately
- ✓ Ability to operate and navigate on a computer without supervision
- ✓ Ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw conclusions

Working conditions

May travel out of town by airplane or car to other cities for training, no more than 4 times a year.
The employee generally works indoors and is not substantially exposed to adverse environmental conditions.

Physical requirements

- ✓ Ability to continuously stand or walk
- ✓ Ability to bend, climb stairs and lift frequently
- ✓ Ability to lift up to 10 pounds frequently
- ✓ Ability to sit in an office environment for hours at a time
- ✓ Average, ordinary, visual acuity necessary to prepare or inspect documents or products, or operate a computer
- ✓ Able to hear average or normal conversations and receive ordinary information.

First Corporate Solutions is an EOE and offers a competitive benefits package. Salary is DOE. To be considered for this position please submit your resume and cover letter summarizing your experience to careers@ficoso.com
Thank you for your interest!