

Front Office Specialist

Location: Austin Asset Management, Austin, TX

Department: Operations

Position Overview

At Austin Asset, we believe in building lasting relationships and creating a welcoming environment for both our clients and our team. We are seeking a **Front Office Specialist** who shares our commitment to exceptional service and community. This role is ideal for someone with **a minimum of 2 years of position related experience** in first impressions coordination and office support who values professionalism, collaboration, and a serve-first approach.

Key Responsibilities

- Serve as the first friendly face and voice of the Austin Asset Family, warmly greeting clients, guests, and team members.
- Provide thoughtful, professional support to ensure every client interaction reflects our values of trust and care.
- Demonstrates professionalism in appearance and demeanor, with excellent telephone etiquette; dependable, and punctual.
- Manage front office operations, including scheduling, phone and email communications, and meeting coordination.
- Provide logistical support for meetings and client needs, from set-up to document processing. Uphold the highest level of confidentiality when handling client and firm information.
- Contribute to the overall flow of the office by anticipating needs and ensuring resources are well managed.
- Oversee inventory and replenishment of office and kitchen supplies.
- Maintain front office spaces—including lobby, kitchenette, conference rooms, and shared areas—ensuring they remain clean, organized, and sanitized.”
- Oversee the upkeep of the community kitchen, appliances, and general office machines, keeping all appliances and spaces clean and in working order.
- Manages daily mail operations, including receiving and logging all client-related correspondence, distributing mail promptly to appropriate staff, and processing outgoing client packages and mail communications. Ensure all company mail is sent through the most appropriate and cost-effective vendor.

Qualifications

- **Minimum of two (2) years position related experience** thriving in a front office environment, receptionist experience, client facing professional office environment.
- Proficiency in **Microsoft Office Suite** (Word, Excel, Outlook, PowerPoint), **Zoom** and **Teams** video, progressing in effective use of a CRM system.
- Excellent **verbal and written communication skills** with a professional yet approachable demeanor.
- Strong **organization and time management skills** with the ability to balance multiple priorities.
- Ability to be **in the office Monday – Friday, 8:30 am – 5:00pm** (hybrid schedule is not available for this position)

Preferred Attributes

- A natural relationship builder who enjoys creating positive experiences for clients and colleagues.
- Detail-oriented with a commitment to accuracy and quality.
- Contribute innovative ideas and solutions to improve processes and elevate the client experience.
- A collaborative spirit and the ability to thrive in a close-knit, team-focused environment.

Compensation & Benefits

- Competitive salary is aligned with experience and qualifications.
- Comprehensive benefits package, including health, dental, vision, and retirement plans.
- Opportunities for ongoing learning, professional growth, and community involvement.
- 27 PTO Days
- Two (2) paid volunteer days in addition to company-sponsored volunteer events.

How to Apply

If you are inspired to be part of a collaborative, client-centered team that values your contributions, we invite you to share your resume and a cover letter with Nathan Janak at nathan@austinasset.com, describing why you would be a great addition to the Austin Asset Family.

Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position is on-site and in person.

Must be authorized to work in the United States.

Austin Asset is an equal opportunity employer, committed to the strength of a diverse workforce.