JOB DESCRIPTION

TITLE: Executive Director
Houston Lawyer Referral Service, Inc.

GENERAL JOB DESCRIPTION:

The Executive Director is responsible for operations management of the Houston Lawyer Referral Service, Inc. (HLRS), including supervision of staff, conferences with attorney members and determining needs of the general public. The Executive Director is charged with maintaining loyalty to HLRS and pursuing the objectives in a manner that is consistent with public service. The Executive Director shall promote and encourage the highest level of ethical standards on the part of attorney members and staff. The Executive Director shall serve all members and staff of HLRS impartially, providing no special privilege to any individual, and maintain confidentiality of privileged information. The Executive Director reports directly to the Board of Trustees and works closely with the Board in developing programs and policies that affect the membership and operation of HLRS.

SPECIFIC JOB RESPONSIBILITIES:

OPERATIONS MANAGEMENT

1. Maintain understanding of the profession, dedicate time to environmental/world changes and trends

2. Attend and participate in regular meetings of Board of Trustees; coordinate activities of committees; prepare minutes of all meetings; present orientation session for new Board members; coordinate annual Board social events

3. Prepare Annual Report as requested by HLRS Board

4. Execute contracts and commitments within the scope of authorization granted by Board of Trustees

5. Ensure that HLRS operates in compliance with its corporate charter, Bylaws and tax exemption status

6. Oversee the normal maintenance of office equipment, and authorize repair when necessary

7. Maintain current knowledge on technological advances and a vision of how it may affect HLRS operations, including computer software/hardware and telephone technology, and prepare recommendation to the Board for upgrades

8. Supervise the work of all HLRS staff members
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9. Compile statistics regarding use of HLRS in regard to calls received and referrals made, status of referrals and final disposition of referrals; report such statistics to Board of Trustees at regular meetings

FINANCIAL

10. Maintain all financial records, including accounts receivable, accounts payable, and payroll; oversee all bank accounts of HLRS, including checking, savings, Certificates of Deposit, and Federal Reserve T-Bills; authorize transfers and term renewals for financial accounts; ensure investment funds conform to HLRS’s Reserve Investment Policy

11. Compile financial reports for presentation to the Board of Trustees at regular meetings; work with the accounting service in development and presentation of Quarterly Financial Reports

12. In conjunction with the Board of Trustees, develop an Annual Budget to be adopted by Board

PERSONNEL

13. Recruit, hire and train all employees; provide an annual performance review for each employee; responsible for ensuring all salary adjustments, disciplinary procedures and termination’s are within the guidelines of the HLRS's Employee Policy Manual; develop policies regulating employment with HLRS ensuring compliance with HLRS’s Equal Opportunity/Affirmative Action Policy

14. Ensure that HLRS operates in compliance with all employment laws, wage reporting and payment of taxes

15. Coordinate all employee benefits

16. Calculate employee wages and issue payroll checks on a semi-monthly basis

COMMUNITY SERVICE

17. Develop and implement public relations plans to educate the public in regard to legal rights and responsibilities and the availability of the HLRS to help facilitate access to the legal system; implementation includes the design and production of advertisements and brochures
18. Coordinate activities with other legal and social service providers in the Houston metropolitan area so that appropriate referrals can be made by HLRS staff.

19. Liaison with all sponsoring bar associations.

20. Seek out and participate in community outreach forums and seminars presented by local agencies and organizations.

21. Establish and maintain systems for the efficient and equitable referral of prospective clients to participating members of HLRS, which take into account legal specialization, geographic location and preferred language of the client and attorney.

22. Oversee the Client Satisfaction Survey program; review the responses, provide feedback to attorney members as needed, and notify Board of Trustees of any repeat or unusual problem between clients and attorneys.

23. Consult with any caller who has a complaint regarding the HLRS, its employees or attorneys; record information and present to HLRS President.

MEMBERSHIP

24. Develop and implement recruiting programs to encourage attorney participation in HLRS and its special programs; implementation includes the design and production of advertisements and brochures.

25. Interview and screen attorney applicants to HLRS; determine whether the attorney should be accepted; ensure that current members are complying with rules and regulations of HLRS; respond to attorney inquiries regarding rules and procedures of HLRS; maintain accurate records on each attorney member.

26. Generate and review monthly and quarterly reports to attorneys which determine status of referrals made; generate dues statements and post dues income annually.

27. Make all changes to computer database including vacation, address and phone number changes, and category information for attorney members.

28. Suspend and/or terminate attorney membership in HLRS according to the procedures established in HLRS's Suspension and Termination Policy.
29. Communicate on a regular basis with all attorney members of HLRS through the production of a newsletter

30. Oversee production of an annual Membership Directory

31. Coordinate annual member social events

QUALIFICATIONS:

1. Minimum four year degree in any related field from an accredited college/university, or substantial experience in Business Administration or Office Management

2. Must have good computer skills including familiarity with word processing and spreadsheet software

3. Must have excellent verbal and written communication skills and possess working knowledge of community based marketing

4. Must have ability to delegate and supervise other employees

5. Must have ability to work with Board of Trustees and working knowledge of committee activity