Job Description

Title: Executive Director
Lawyer Referral Service of Central Texas

GENERAL JOB DESCRIPTION

The Executive Director (ED) is responsible for operation management of the Lawyer Referral Service of Central Texas (LRS), including supervision of staff, conferences with attorney members, and determining the needs of the general public. The ED is charged with maintaining loyalty to LRS and pursuing the objectives in a manner that is consistent with public service. The ED shall promote and encourage the highest level of ethical standards on the part of attorney members and staff. The ED shall service all members and staff of LRS impartially, providing no special privilege to any individual, and maintain confidentiality of privileged information. The ED 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 LRS.

SPECIFIC JOB RESPONSIBILITIES

Operations Management

1. Maintain understanding of the profession;
2. Attend and participate in regular meetings of the Board of Trustees; coordinate activities of committees; prepare minutes of all meetings; present orientation session for new board members; coordinate any LRS social events;
3. Prepare Annual Report as requested by the LRS Board;
4. Execute contracts and commitments within the scope of authorization granted by the Board of Trustees;
5. Ensure that LRS operates in compliance with its corporate charter, bylaws, and tax exempt status;
6. Oversee normal maintenance of office equipment, and authorize repair when necessary;
7. Maintain current knowledge of technological advances and a vision of how it may affect LRS operations, including computer software/hardware and telephone technology, and prepare recommendations to the Board for upgrades;
8. Supervise the work of all LRS staff members;
9. Compile statistics regarding use of LRS including 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 LRS, including checking, savings, Certificates of Deposit, authorize transfer and term renewals for financial accounts; ensure investment funds conform to LRS’s policies;

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 the Board.

**Personnel**

13. Recruit, hire, and train all employees; provide an annual performance review for each employee; ensure all salary adjustments, disciplinary procedures and terminations are within the guidelines of the LRS’s employee policy manual; develop policies regulating employment with LRS ensuring compliance with LRS’s equal opportunity/affirmative action policy;

14. Ensure the LRS 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. Development and implement public relations plans to educate the public regarding legal rights and responsibilities and the availability of the LRS to help facilitate access to the legal system; design and produce advertisements and brochures;

18. Coordinate activities with other legal and social service providers in the Central Texas area so that appropriate referrals can be made by LRS 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 efficient and equitable referral of prospective clients to participating members of LRS, 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 callers lodging complaints against LRS service, LRS employees, or LRS panel members. When appropriate, bring complaints to the attention of the LRS Chair.

Membership

24. Development an implement recruiting programs to encourage attorney participating in LRS and its special programs, including design and production of advertisements and brochures;
25. Interview and screen attorney applicants to LRS; determine whether the applicant should be accepted; ensure the current members are complying with rules and regulations of LRS; respond to attorney inquiries regarding rules and procedures of LRS; maintain accurate records on each attorney member;
26. Generate and review all 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 membership in LRS according to the procedures established in LRS’s suspension and termination policy;
29. Communicate on a regular basis with all attorney members of LRS through the production of a newsletter or similar communication;

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 posses 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 Trustee and working knowledge of committee activity.

Updated 09/17/08