LRS / PUBLIC SERVICES PROGRAM MANAGER

Date: June 2012
Reports To: Community and Public Service Director
Status: Full-Time Exempt

PURPOSE: To oversee the day-to-day administration of the Lawyer Referral Service and the supervision of the three LRS Representatives’ work on and off the LRS phones.

JOB RESPONSIBILITIES:

1. Supervise the LRS Representatives.
2. Assist with hiring, training and evaluations of all LRS Staff.
3. Oversight of LRS special projects, annual dues billing including the termination of unpaid MBA members, quarterly mailing of LRS reminder notices, weekly review of attorney-based client surveys, tracking, analysis and reporting of all referral statistics on a weekly, monthly and yearly basis.
4. Develop, review and, when necessary, update system documentation for telephone ACD system and computer system.
5. Review all correspondence and other pertinent material from staff.
6. Act as a contact person for all computer related issues, problems and requests within LRS.
7. Handle difficult/complaint calls from LRS clients and administer the LRS dispute questionnaire process, when needed.
8. Process the Board of Bar Overseers monthly updates.
9. Answer LRS phones when there is a need for additional coverage due to sick or vacation days.
10. Oversee the processing of a variety of LRS administrative daily work, including but not limited to, problematic new member applications and renewals; unusual case updates and fee remittance checks; and accurate member record maintenance.
11. Develop and distribute a weekly phone schedule to LRS staff.
12. Post all fee remittance batches and act as contact person to the Accounting Department when needed.
13. Respond to attorney inquiries by phone or mail.
15. Responsible for creating yearly schedules outlining important deadlines for the LRS and Dial-A-Lawyer program.
16. Act as staff liaison to the LRS Committee.
17. Provide administrative oversight to various public service programs/projects (i.e. Dial-A-Lawyer).
18. Responsible for other related activities and other duties as assigned by Director.

QUALIFICATIONS:

Minimum of 3-5 years supervisory experience, preferably in an active call center or customer service setting, is required. Knowledge of phone technology, including ACD is required. Must have outstanding communication skills and the ability to lead and inspire a team to meet the high standards and challenges of a membership association and customer service program. Experience with the Microsoft suite of programs required. Attention to detail and strong follow up skills required.