Lawyer Referral Specialist - Part-Time - 1PM-5PM

POSITION SUMMARY: Responsible for answering the phone in a courteous and timely manner; determining the nature of the caller's problem, assisting by referring the caller to an LRS panel attorney or directing the caller to an appropriate other agency or organization. This position is a heavy phones position.

EDUCATION, CREDENTIALS, AND TRAINING:

Required: High School diploma or equivalent. Fluent in both English and Spanish preferred.

Preferred: Associate's or Bachelor's degree in Administration or equivalent

EXPERIENCE: Requires a minimum of 1-3 years of customer service experience or related work experience, including strong customer service skills, proven ability to work in a highly structured environment which seldom varies and is performed in accordance to established instructions, data entry and other computer-related skills. Knowledge of some areas of law helpful.

ADDITIONAL SPECIALIZED KNOWLEDGE/SKILLS:

Experience with AS400 a plus. Computer skills with a working knowledge of Microsoft Windows 2000 or better, Microsoft Word, Word Perfect and Outlook. Excellent telephone skills including pleasant speaking voice and ability to articulate clearly and listen effectively.

ORGANIZATIONAL RELATIONSHIPS:

Supervises: N/A

Reports To: Director of Public Service Activities

FLSA STATUS: Non-exempt

Job Categories

A. Call Handling and Referrals
B. Panel Membership Recruitment and Retention
C. Other Duties

Job Duties and Responsibilities

A. Call Handling and Referrals

- Answer incoming telephone calls from the public according to call handling procedures
- Briefly interview the caller to determine the type of case or problem
- Accurately record the information in the computer (name and town for in-state callers, state for out-of-state callers)
• Refer the caller to the appropriate attorney or referral source
• Provide daily statistical documents to the Assistant to the Director of Public Service Activities for processing

B. Panel Membership Recruitment and Retention

• Maintain LRS attorney application files to include current year and previous year applications
• Maintain list of suggested revisions to areas of law for annual recruitment process
• Prepare mailing of panel member invoices, annually
• Respond to panel member requests
• Forward application requests and information for written correspondence for attorneys to Assistant to the Director of Public Service Activities
• Process LRS applications and invoices (including online applications) by checking application/invoice information against information in the computer records, prepare forms to request follow up or missing information from attorney (to be addressed and mailed by the Assistant to the Director of Public Service Activities), Enter office address, phone #, Fax # and County on LRS data base for "all" new applications, including online applications

C. Other Duties

• Forward all prisoner and other letters of inquiry to the Assistant to the Director for response
• Respond to LRS panel member calls
• Provide assistance to the Director of Public Service Activities where necessary for Lawyer Referral Service Committee preparation
• Regularly check lrefer@ncbar.org during shift
• Check and process any referral slips that must be mailed to panel members, daily
• Maintain all LRS forms, making copies as necessary
• Regularly maintain work schedule, including time away from the office on prefer calendar with cc/optional attendee notification to Director and Assistant to the Director and "out of office" calendar when taking time away from work
• Complete and submit time sheets as scheduled
• Open or close the phone lines for operation on time every work day
• Maintain accurate and updated outgoing messages for phone service as needed (e.g closed for a few hours, night service, technical difficulties, etc)
• Regularly attend all-staff and departmental meetings and training
• Other assignments as assigned