**Title of Position:** Referral and Information Services Manager  
**Exempt:** Yes

**Department:** Communications & Public Services  
**Range:** 22

**Supervisor’s Title:** Director of Communications & Public Services  
**FTE:** 1.0

### Overall Position Objective
Manages Referral & Information Services (RIS) department developing, implementing, and evaluating results of programs with the goal of linking members of the public in need of legal services with Oregon State Bar (OSB) members willing to provide those services.

### Essential Duties
- Develops program policy according to long-range departmental and organization plans. Recommends and assists with developing and revising policy and procedure for the programs for action or referral to the Executive Director, the Public Service Advisory Committee and the Board of Governors.

- Responsible for the planning, prioritizing, and supervising activities of the RIS staff to include preparation of performance evaluations, establishing annual goals for staff, and staff scheduling. Assists the RIS staff with identifying legal issues for referral to an appropriate panelist or community resource. Identifies and provides for training needs of staff.

- Prepares and maintains annual budget for related programs for approval by the Director of Communications & Public Services and the Executive Director and for submission to the Board of Governors.

- Coordinates annual lawyer registration campaigns and ongoing communications with panelists, including Lawyer Referral Service fee reporting. Assists with related marketing and advertising to members and the public.

- Develops special service panels according to demonstrated legal needs and/or at the request of bar groups.

- Maintains relevant database for programs.

### Other Duties
- Serves as bar liaison to committees and sections as assigned.

- Other duties as assigned.

### Qualifications
- Graduation from a four-year college or university. Graduation from an accredited law school. Admission to practice law in Oregon.

- Three years direct client or customer service experience.
• Three years experience supervising a staff or work group, including performance management, scheduling, training, and counseling.

• Demonstrated experience working with difficult and/or highly-charged clients or customers.

• General knowledge of program administration, including budgeting, revenue projections, and program planning.

• Experience with the Microsoft Office Suite in a Microsoft Windows environment with particular emphasis on Word, Excel, and Outlook. Database experience preferred.

• Ability to type 40 WPM with accuracy.

• Ability to work independently.

• Excellent interpersonal, communication, and conflict management skills.

• Ability to exercise sound judgment in keeping with the policies and objectives of the RIS department and the Oregon State Bar.

• Ability to multitask, prioritize, and meet deadlines in a detail-oriented, fast-paced environment.

• Ability to exercise professional demeanor, tact, and a high level of customer service for a potentially demanding customer base in a variety of situations.

• Excellent written and verbal communication skills.

• Excellent interpersonal and conflict management skills with particular emphasis on conflict de-escalation skills.

• Commitment to the concept of teamwork and cross-responsibility within a department.

• Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may be substituted for the above.

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**Job Related Physical Characteristics**

• Communication in person, in writing, by e-mail, and by telephone.

• Ability to operate a computer and, simultaneously speak on the telephone for long periods of time.

• Ability to remain in a stationary position for long periods of time.

• Ability to manipulate data for program purposes and keyboarding.

• Ability to use standard office equipment and computer peripherals.

• Ability to speak to groups and the public.
• Ability to travel overnight, inside and outside Oregon, to meetings and seminars.

• Ability to work in a moderately noisy, open environment.

(revised 12/04/13)