State Bar of Wisconsin
Job Description

Department: Member Services Department

Job Title: Referral and Information Services Manager

Current Employee: 

Reports To: Member Services Director

Salary Range: F

Job Purpose: Overall management and leadership of the Referral Services and information team to assure the successful development and delivery of referral and information services that meet member needs while advancing the mission of the Bar.

Job Responsibilities:

- Manage the referral and information services function, including supervision of the referral team, instruct and train personnel in appropriate practices and techniques, develop plans and budgets as assigned.
- Evaluate and implement internal processes and policies related to referral and information services and related functions to assure customer satisfaction, appropriate internal controls and organizational effectiveness.
- Develop an effective, efficient and creative referral services team to insure their success and the success of their programs.
- Plan and manage program growth and expansion to ensure the program responds to the needs of members and the public and continues to provide value.
- Provide day to day coordination of work flow and scheduling to ensure phone coverage for all programs.
- Provide LRIS referrals to panel members and other resources.
- Coordinate, schedule and staff Hometown hotlines, local hotlines, special public interest groups, i.e., CWAG, and special topic hotlines in conjunction with public relations coordinator, i.e., Life Planning hotlines, and with WisLAP Coordinator when appropriate.
- Identify and manage cooperative opportunities as appropriate.
- Serve as staff liaison to committees as assigned and conduct strategic planning, financial and budget planning and monitoring.
- Contribute to the overall effective operations of the State Bar through positive participation and supporting shared goals of the Member Services department and other staff teams as assigned.
- Embrace the cultural attributes of the organization through positive representation of the program and the department with organizational partners.
Secondary Functions

- Represent the State Bar, LRIS and WisLAP at ABA meetings, local bar meetings, and other venues through presentations, written articles and general participation.
- Keep current with changes in the law that affect assigned programs.
- Update knowledge base regarding public resources and basic legal information.

Job Skills or Qualifications:

Required

- Four year degree in business, marketing or related field.
- Five years experience working in customer service capacity.
- Three years management/supervisory experience.
- Leadership skills including the ability to supervise, make decisions, manage conflict, and build consensus.
- Interpersonal skills, must have the ability to non-judgementally work with callers and staff
- Familiarity with MS Office products and tools.
- Critical thinking skills: Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems
- Strong verbal, written communication and listening skills.
- Proven experience functioning as a member of a successful team.
- Ability to establish priorities; set and accomplish goals through structured tasks, plans, and objectives.
- Strong organization, negotiation, and customer service skills.
- Ability to establish and maintain confidential relationships.
- Positive work ethic and attitude.
- Innovative and flexible with respect to changing and challenging business environments.
- Ability to make credible, effective decisions in a timely fashion.
- Ability to travel.
- Prior experience with strategic business planning.

Desirable

- Prior marketing experience
- Management and supervisory skills
- Budget experience
- Ability to quickly learn and retain accurate information
- Familiarity with crisis line management and programming

Physical Requirements:

Date of Last Revision:
October 2007