Maine State Bar Association

Position: Lawyer Referral & Information Service – Secretary/Referral Staff

Summary:
Interviews clients regarding legal needs, provides information, classifies legal issues and refers client to appropriate agencies or panel attorneys, processes LRIS referral forms, and provides other administrative assistance as required.

Major Responsibilities:
1. Insure that the first priority is answering the telephones and conducting LRIS interviews quickly but professionally and courteously
2. Interviews callers to determine nature of problem.
3. Provides information and referrals (but never legal advice) to persons who want or need to contact agencies or other service organizations.
4. Informs clients of the nature of the LRIS Service, referral costs and procedures.
5. Screens clients for appropriate referrals.
6. Records all necessary data on the computer and in office files.
7. Processes referral forms to attorneys, clients and other staff as appropriate.
8. Provides secretarial support to the LRIS Directors and other staff as necessary.
9. Provides other staff support as directed by the Executive Director and the Administration and Finance Director.

Other LRIS Responsibilities:
1. Picks up morning mail.
2. Assists in opening and sorting morning mail as needed.
3. Organizes packets of LRIS pamphlets and maintains inventory.
4. Processes pamphlet orders and assists with pamphlet marketing mailings.
5. Maintains Tel-Law reports and statistics.
7. Mails client second notices, attorney past-due confirmation notices, and expired insurance notices.
8. Mails public service announcements to state-wide radio stations.
9. Files - monthly and year end referral information.

Additional duties:
1. Enters notes from clients and attorney on client “note” screens.
2. Enters attorney percentage fees and attorney membership dues.

Working conditions:
Sitting at desk while screening telephone calls - up to 80% of working hours.

Organizational Relationship:
LRIS secretary works under the direction of the LRIS Director.
Job Requirements:

1. Strong public service interests and communication skills.
2. Knowledge of legal terminology and classifications.
3. Office and organizational skills.
4. Ability to deal with public.
5. Adaptability to excessive telephone work.
6. Ability to cope with stress and emotions.
7. Ability to handle multiple projects.
8. Clear and concise speaking ability.
9. Knowledge of word processing and membership database programs - windows environment.

Reviewed and Revised
November 17, 1997