SAN DIEGO COUNTY BAR ASSOCIATION
Job Description

<table>
<thead>
<tr>
<th>Position Title:</th>
<th>LRIS COUNSELOR II</th>
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<tbody>
<tr>
<td>Dept. of Labor</td>
<td>SALARIED NON-EXEMPT</td>
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<td>Classification:</td>
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<td>Report to:</td>
<td>LRIS COORDINATOR</td>
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<td>Department:</td>
<td>LRIS</td>
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BASIC FUNCTION:
Responsible for answering the telephone in a courteous and timely manner; determining the nature of the caller's problem, assisting the caller by referring them to an attorney or directing them to other agencies.

FUNCTIONS/JOB RESPONSIBILITIES:
Answers incoming telephone calls from the public.
Briefly interviews the caller to determine the type of case or problem.
Refers the caller to the proper attorney, agency, or reduced fee program.
Accurately enters the data into the computer database.
Maintains office filing system.
Mails attorney confirmation letters and client surveys.
Performs special projects and other duties as assigned.

QUALIFICATIONS:
• College degree preferred.
• 6 months experience as a Referral counselor/or related experience.
• Computer literate; Type: 40WPM.
• Strong customer service skills.
• Ability to operate a telephone console, speak clearly and distinctly, and use good telephone etiquette.
• Proven ability to work in a highly structured environment, which seldom varies and is performed in accordance with established instructions.
• Proven ability to handle stress.
• Knowledge of various areas of the law a plus.

# OF EMPLOYEES SUPERVISED: None.

TRAVEL REQUIRED: None.

HOURS REQUIRED: Full-time; Monday through Friday 37½ hours per week; scheduled times may vary based on need.

06/20/02