SAN DIEGO COUNTY BAR ASSOCIATION
Job Description

Position Title:         LRIS COUNSELOR III
Dept. of Labor:       SALARIED NON-EXEMPT
Classification:       LRIS COORDINATOR
Report to:           LRIS
Department:          LRIS

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.
• +1 year experience as a Referral counselor.
• Computer literate; Type: 40WPM.
• Excellent 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