State Bar of Wisconsin
Job Description

Department: LRIS

Job Title: Coordinator

Current Employee:

Reports To:

Salary Range: 3

Job Purpose: This position is responsible for overseeing the Lawyer Referral and Information Service, the primary public service of the State Bar of Wisconsin.

Job Responsibilities:

KEY RESPONSIBILITIES:

1. Supervision of Legal Assistants
   - Participate in interviewing and hiring of Legal Assistants
   - Train new Legal Assistants
   - Day to day supervision of Legal Assistants

2. Coordinate and participate in regular scheduled training programs for LRIS staff.

3. Participate in appropriate seminars and conferences as authorized by the Public Service and Member Relations Director.

4. Coordinate articles for panel member's newsletter, Referral Line.

5. Prepare and be ready to defend a workable budget for LRIS as well as accurately predicting the revenue to be generated.

6. Act as Staff Liaison to the LRIS Committee - attending meetings, preparing agenda, minutes, etc.

7. Act as Staff Liaison to the Committee on Assistance for Lawyers - attending meetings, preparing agenda, minutes, etc.
8. Continue to develop and market the Hotline Program: recruit Hotline Attorneys, attend the Firm Hotlines providing a light supper, traveling to Hometown Hotlines then furnishing their local newspapers with a public service article and picture

   A. Day-time Hotline
   B. Hometown Hotline
   C. Firm Hotline

9. Assist in the area of member relations at conventions, new admittee receptions, law school gatherings, bar exam orientation, etc.

10. Act as Employee Assistance Coordinator providing options to staff who are in need of personal assistance. Attending a monthly Dane County Employee Assistance Program.

11. Act as Wellness Coordinator, providing "brown bag" lunch speakers, health fair, CPR classes, trim-up, etc.

12. Consultant, Program of Assistance and Review, appointed by the ABA. Conducts on-site review of other lawyer referral programs, writes follow-up report

PHONE ANSWERING

1. Screen callers to determine the most appropriate referral or provide information as the circumstances warrant

2. Refer appropriate cases to attorneys on LRIS panel

3. Refer callers to community resources as appropriate

4. Maintain statistics for incoming calls

5. Answer simple questions

6. Schedule callers for Hotline program
MARKETING

1. Manage and monitor the yellow pages advertising
2. Remain involved in the Dane County and National Information and Referral Providers network
3. Work with producer to develop and deliver radio public service announcements
4. Be available to speak to community services about the Lawyer Referral Service

Job Skills or Qualifications:
1. Ability to work with diverse groups of people
2. Strong service orientation
3. Interpersonal skills
4. Excellent oral and telephone communication skills
5. Public speaking ability
6. Willingness to go the "extra" mile
7. Ability and willingness to listen...just listen!
8. A good working understanding of a broad range of resources available to assist the public in legal matters
9. An aptitude for working with computers

Date of Last Revision: October 11, 1995