

Escambia-Santa Rosa Bar Association Part-Time Lawyer Referral Service Coordinator

POSITION SUMMARY: The Escambia-Santa Rosa Bar Association (ESRBA), a member-based organization located in downtown Pensacola, seeks an enthusiastic, detail-oriented, customer-focused, part-time lawyer referral coordinator. The ESRBA's Lawyer Referral Service (LRS) helps find a qualified attorney for people in need of legal services. This position is instrumental to our commitment to the community, participating members and the attainment of organizational goals. The lawyer referral service coordinator must have strong listening skills and demonstrate empathy when dealing with callers. Candidates for the position must be computer literate, able to learn new software, and be familiar with basic accounting. This position also performs general office operational functions as typical in a small, three-person office. The position reports directly to the executive director.

PRIMARY RESPONSIBILITIES

- Establish customer service as a first priority
Assess the needs of callers to the LRS line and make referrals as appropriate, matching the callers' needs and the areas of practice of LRS participating attorneys
- Return all calls recorded on the LRS answering machine in a timely manner (24 hours excluding weekends)
- Respond to all email correspondence pertaining to requests for referrals
- Email (or mail) monthly LRS referral reports to attorneys who have been assigned cases.
- Update referral cases based on monthly report responses
- Inform the executive director of any anticipated commissions
- Provide LRS statistics and reports as needed
- Work with the executive director to develop promotional materials
- Participate in the maintenance of a safe and healthful work environment
- Be able to self-manage time and work remotely when needed

ADDITIONAL DUTIES

Duties, responsibilities and activities may change at any time or without notice.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

- Proficient in computer-based information systems, including Word, Excel and Outlook
- Comfortable with learning new software and systems as needed and required
- Excellent, professional verbal and written communication skills
- Keen active listening skills to accurately respond to inquiries, concerns, and requests
- Attention to detail and ability to self-audit work
- Ability to take guidance and work closely with staff, and members to maintain accuracy and consistency in record keeping and database management
- Ability to exercise discretion with confidential information

EDUCATION/EXPERIENCE:

Bachelor's degree in business administration, communications, hospitality or a related degree from an accredited university. Experience working in a customer-centric environment. Equivalent combination of education and experience may be considered.

WORK ENVIRONMENT

This job operates in a standard professional office environment. To mitigate the effects of COVID-19 and out of concern for our members, staff, and the community at-large, we are operating as a virtual office for non-employees until further notice.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made available to enable individuals with disabilities to perform essential functions. While performing the duties of this job, the employee is regularly required to sit; use hands to type; and to see, talk, and hear. The employee may be required to reach with hands and arms.

COMPENSATION AND HOURS:

The Lawyer Referral Service is operated approximately 15-20 hours per week. Hourly rate commensurate with experience.

This position is open until filled. Please email a cover letter and resume (required for consideration) to Jeff@esrba.com or mail to:

Jeff Nall
Executive Director
Escambia-Santa Rosa Bar Association
260 S. Tarragona Street, Suite 160
Pensacola, Florida, 32502

Valid identification, transcript(s) and background check may be required.