

## **Lawyer Referral Service Clerk, part-time hourly**

The Florida Bar's Lawyer Referral Service has a.m. and p.m. shifts openings for Clerks who will answer calls from the public, identify the caller's needs, refer callers to the appropriate attorney, and enter information into the computer. These are part-time hourly positions.

Pay: Rate is \$13.00 an hour.

Working Hours: Monday through Friday; A.M. shift 8:00 a.m. - 12:30 p.m. | P.M. shift 12:30 p.m. – 5:30 pm **\*\*hours are not flexible\*\***

### **Required Minimum Education:**

High School diploma or equivalent. Associate degree or equivalent is preferred but not required.

### **Work Experience:**

Requires a minimum of 1 year of clerical and/or customer service experience or related work experience, including strong customer service skills, proven ability to work in a highly structured environment which seldom varies and is performed in accordance to established instructions, data entry and other computer-related skills. Knowledge of some areas of law helpful.

Fluent in both English and Spanish highly preferred.

### **Knowledge, Skills, and Abilities:**

- Knowledge of: Correct grammar usage; basic filing procedures.
- Skilled in: Professional telephone etiquette; computer competency; use of MS Word, Excel and Outlook.
- Ability to: Communicate effectively and professionally; consistently provide an excellent service oriented attitude; enter information into computer quickly and accurately; tactfully manage difficult situations; operate well under pressure.

To apply forward resume and completed employment application to HR via email: [applications@floridabar.org](mailto:applications@floridabar.org). To download The Florida Bar employment application, visit our employment page at <https://www.floridabar.org/about/jobs/>. Position is open until filled.

Please notify HR, in advance, if you need reasonable accommodations to participate in the employment process. EOE