Position Description

POSITION TITLE: Administrative Support 2

REPORTS TO: ACAP Administrator

SUPERVISES THE FOLLOWING POSITIONS:

SUMMARY FUNCTION: Receives written and telephone inquiries regarding attorney conduct. Answers and routes intake calls, providing public information to callers and enters data into database.

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<tr>
<th>% of Time</th>
<th>Essential Duties and Responsibilities</th>
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<td>50</td>
<td>Answers Attorney Consumer Assistance Program (ACAP) hotline calls and responds to inquiries concerning the conduct of Florida attorneys. Provides general information regarding the grievance process, as well as alternatives to disciplinary programs including information on The Florida Bar's mediation and fee arbitration programs. Refers misdirected callers to other departments or agencies. Records and distributes phone messages to intake counsel. Provides status updates to callers regarding open investigations.</td>
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<td>Scans written inquiries, imports emailed correspondence and enters relevant data into database. Forwards data for intake counsel to review.</td>
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<td>5</td>
<td>Coordinates and mails correspondence and complaint forms.</td>
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<td>Other duties as assigned.</td>
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Non-Essential Duties and Responsibilities:
KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED FOR THE POSITION:

Knowledge of:
- Professional office procedures and practices
- Administrative principles and procedures

Skilled in:
- Professional telephone etiquette
- Correct spelling, punctuation, and grammar usage
- MS Office (Word, Excel and Outlook)
- Database input

Ability to:
- Multi-task
- Think logically and effectively problem solve
- Organize and prioritize work
- Demonstrate initiative in group projects and individual settings
- Tactfully manage difficult situations
- Communicate effectively and professionally, both verbally and in writing
- Operate well under pressure and in a team atmosphere
- Consistently provide an excellent service-oriented attitude
- Learn The Rules Regulating The Florida Bar (TFB)
- Interpret TFB policies and procedures

MINIMUM EDUCATION AND WORK REQUIRED FOR THE POSITION:

Required Minimum Education:
High School Diploma (or its equivalency).

Required Minimum Professional Work Experience:
Two (2) years of administrative experience.

Required Licensure Certification(s):
N/A

Other Job Related Requirements for the Position (e.g., work schedule, physical and mental requirements, language requirements, overtime, travel, use of equipment/machines, etc.):
- Basic knowledge of computers, printers, facsimile machines, copiers, scanners.
- Ability to sit for long periods of time, hear and converse over the telephone, and key/work frequently on a computer.
- Ability to lift 5 to 10 lbs.

Additional Information:
Fluency in Spanish preferred.

This job description is not a contract for employment and The Florida Bar reserves the right to make any necessary revisions on the job description at any time without notice.