Position Description

POSITION TITLE: Administrative Support 2

REPORTS TO: Legal Administrator

SUPERVISES THE FOLLOWING POSITIONS:

SUMMARY FUNCTION: Receives written and telephone inquiries regarding attorney conduct and discipline history. Answers and routes intake calls, provides public information to callers, and creates public record requests. Imports emailed correspondence and enters relevant data into case management database. Responsible for providing administrative support to DD LR.

% of Time Essential Duties and Responsibilities

25 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 calls to other departments or agencies. Records and distributes phone messages to intake counsel. Provides status updates to callers regarding open investigations.

25 Imports emailed correspondence and enters relevant data into case management database. Forwards data for intake counsel review. Coordinates and mails correspondence and complaint forms.

10 Answers incoming calls and responds to inquiries concerning the discipline history of Florida Attorneys. Refers misdirected callers to other departments or agencies. Responds to questions as appropriate. Greets and directs visitors.

10 Drafts correspondence regarding attorney information for the member, to the public, to other state bar associations and national organizations. Processes discipline history requests for the same.

10 Receives public record requests (PRRs), enters and assigns PRRs to appropriate branch or gathers documentation to complete if HQ request. Produce and send PRRs.

5 Researches non-sufficient fund (NSFs) for attorney trust accounts through AS400, Sunbiz and Florida Bar Foundation to determine branch assignment. Send NSF to appropriate branch office for investigation.

5 Opens, date stamps, copies and distributes incoming mail. Mails complaint forms and departmental materials as requested. Sends correspondence to appropriate branch offices.

5 Scans signed out-going correspondence and files electronically. Performs monthly and annual file maintenance on disciplinary correspondence produced by the position.

5 Other duties as assigned.
Non-Essential Duties and Responsibilities:

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED FOR THE POSITION:

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

Skilled in:
- Professional telephone etiquette
- Active listening
- Proper English spelling, grammar, and punctuation
- MS Windows
- MS Word
- MS Excel
- Typing
- Data entry
- Proofreading
- Managing details

Ability to:
- Operate multi-line phone system
- Speak clearly and correctly
- Ask clarifying questions
- Answer calls courteously, efficiently, patiently, and professionally
- Communicate effectively and professionally with all members of the public and of The Florida Bar, both verbally and in writing
- Tactfully manage difficult situations
- Organize and prioritize work
- Multi-task
- Follow written and oral instructions
- Demonstrate initiative individually and in group projects
- Consistently provide an excellent service oriented attitude
- Learn the Legal Division's policies and procedures
- Learn The Rules Regulating The Florida Bar

MINIMUM EDUCATION AND WORK REQUIRED FOR THE POSITION:

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

Required Minimum Professional Work Experience:
Three (3) years of related experience.

Required Licensure Certification(s):
Other Job Related Requirements for the Position (e.g., work schedule, physical and mental requirements, language requirements, overtime, travel, use of equipment/machines, etc.):
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.