### Position Description

**POSITION TITLE:** Administrative Support 1

**REPORTS TO:** Administrative Support 4

**SUPERVISES THE FOLLOWING POSITIONS:**

**SUMMARY FUNCTION:** Provides administrative and clerical assistance to assigned programs in the LSE Department.

<table>
<thead>
<tr>
<th>% of Time</th>
<th>Essential Duties and Responsibilities</th>
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<tbody>
<tr>
<td>25</td>
<td>Responds to inquiries via telephone, emails, and letters regarding departmental programs including the Continuing Legal Education Requirement (CLER), the Basic Skills Course Requirement (BSCR), and Board Certification; communicates information concerning membership options with reliance upon the Rules Regulating The Florida Bar, and communicates information with reliance upon BLSE policies.</td>
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<tr>
<td>25</td>
<td>Provides administrative assistance and support to assigned departmental programs and administrators including, but not limited to: CLER, BSCR, and the Board Certification Programs.</td>
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<td>15</td>
<td>Processes and prepares initial and recertification application files for the board certification programs.</td>
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<td>10</td>
<td>Retrieves, delivers, and distributes all incoming mail.</td>
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<td>10</td>
<td>Enters computer data on credit hour assignments and member compliance with CLER and BSCR; processes individual credit requests.</td>
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<td>5</td>
<td>Coordinates all facets of fulfilling orders and the billing of the certification pamphlets, as well as inventory and re-ordering.</td>
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<td>5</td>
<td>Provides backup for departmental and Bar receptionists and must be logged into phone queue throughout the day.</td>
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<td>5</td>
<td>Performs other duties as assigned.</td>
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</table>
Non-Essential Duties and Responsibilities:

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED FOR THE POSITION:

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

Skilled in:
- MS Word
- MS Excel
- Lotus Notes or similar databases
- Professional telephone etiquette
- AS400 or similar database

Ability to:
- Plan and assist in the coordination of tasks
- Prepare reports and maintain records
- Create ADA compliant forms and documents using Adobe
- Think logically and effectively problem solve
- Interpret TFB policies and procedures
- Organize and prioritize work
- Pay attention to detail
- Demonstrate initiative in group projects and individual settings
- Tactfully manage difficult member 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
- Coordinate and multi-task
- 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:
Two (2) years 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.):
Ability to load a hand cart and lift paper and supplies up to 25 lbs; ability to do research for projects when necessary. 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:
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.