Lawyer Referral & Information Service Administrator (LRIS)
Tarrant County Bar Association

Report to: Executive Director and LRIS Director

Position Summary:
LRIS is a public service of the Tarrant County Bar Association. It is certified as a lawyer referral service as required by the State of Texas under Chapter 952, Occupations Code, and it is approved by the American Bar Association. LRIS connects those in the public seeking to hire an attorney with attorneys in good standing who are members of the LRIS program.

The administrator for the Tarrant County Bar Association’s Lawyer Referral & Information Service (LRIS) assists the LRIS Director in handling the day-to-day operation of LRIS. The Administrator for LRIS is responsible for answering the phone in a courteous and timely fashion, determining the nature of the caller’s problem, and assisting by referring the caller to an LRIS panel attorney or directing the caller to an appropriate agency or organization to help with their needs.

The LRIS Administrator will also assist, as necessary, with various administrative tasks for the programs of the Tarrant County Bar Association and Tarrant County Bar Foundation. Programs include the Tarrant County Bar Association’s Fee Arbitration program; the Fee Dispute Committee assists with resolving fee disputes between attorneys and their clients.

Qualifications
- High School Diploma. Experience in telephone customer service or related work and office clerical work preferred.

Skills Required
- Excellent telephone skills, including a pleasant speaking voice and ability to articulate clearly and listen effectively;
- Excellent data entry skills, and ability to maintain accurate database records;
- Ability to work in a highly structured environment and perform work in accordance with established procedures and protocol;
- Superior organizational skills and record keeping for all duties of the position; good communication and grammar skills; ability to communicate in person, by phone or by email with a variety of individuals;
- Knowledge of Microsoft Office programs, including Microsoft Windows, Excel, Microsoft Word, and Outlook;
- Must be familiar with full range of office equipment required of an employee such as computer, calculator, copy machine, computer printers, telephones, and fax machines;
- Multi-tasking of many projects at the same time;
- Ability to meet deadlines;
- Good judgment and professionalism;
- Experience in the legal field is a plus to appreciate and communicate general information to the public, legal professionals, and various firm administrators.

**Essential Duties and Responsibilities:**

**Lawyer Referral & Information Service (LRIS):**

- Answers incoming calls in a timely manner;
- Open or close the phone lines for operation on time every work day;
- Responds to panel members calls;
- Provide assistance to the LRIS Director, as necessary, for Lawyer Referral and Information Service Committee preparation.
- Issuance of monthly and annual follow-up reports, tracking cases, collection of percentage fees from LRIS participants’ retained cases and telephone or email follow-ups with attorney offices when necessary regarding past due reports, payments, or any discrepancies.
- Update database, as necessary, with LRIS attorney information, including areas of practice, professional liability insurance, and contact information.
- Provide information to LRIS membership, as necessary, including membership forms and related documents.
- Maintain all LRIS forms, and update as necessary.
- Perform database entry related to LRIS, including entering client and attorney data, amending and editing files and purging files. Coordinate with computer programmer to upgrade and keep software current.
- Prepare status/progress reports.
- Performs other LRIS duties as assigned.

**Fee Arbitration:**

- Upon request, provide attorneys or the public with information, form, and related documents pertaining to the Fee Arbitration program.
- Assist the Fee Dispute Committee with communications about a fee dispute panel, and scheduling of the fee dispute arbitration.
- Maintain records of the Fee Dispute Program, including monitoring the parties’ communications and exchange of information during a fee arbitration proceeding.
Other possible duties:

- Answer telephone for Tarrant County Bar Association and greet visitors at front desk if other staff not available;
- Provide administrative support on projects for Tarrant County Bar Association, including creation of letters, development and maintenance of various membership lists, and file maintenance.
- Provide administrative support on projects for the Tarrant County Bar Foundation, including administrative and data entry tasks.
- Execute other duties as determined by Executive Director.

Benefits and Compensation:

- Salary commensurate with experience and education.
- Opportunity to participate in employment retirement program, with employer matching.
- Generous paid time off and holiday policies.
- Casual and amicable office environment.

This job description is intended only to provide general guidance. It is understood that the position may involve overtime, and that additional or different duties may be added at management’s discretion. It is the policy of the TCBA to review and update job descriptions annually, however, updates or revisions may occur within a given year as indicated.