

The Nassau County Bar Association is hiring a full-time Lawyer Referral Information Service (LRIS) Coordinator. The LRIS Coordinator provides customer service to callers who are looking to be connected with a lawyer or need legal direction.

Duties:

- Conduct interviews of incoming callers, identify legal issues based on information provided by callers, and provide referrals to LRIS attorneys using inhouse database
- Make referrals to social services or government agencies when appropriate
- Process web-based referral requests
- Maintain database records related to LRIS referrals
- Process payments, prepare annual billing, oversee collection of attorney fees, track cases, issue reports, and follow up with attorneys' offices regarding payments and case statuses
- Conduct community outreach and market the Lawyer Referral Service to attorneys, the courts, and the public

Ideal qualifications include:

- College degree desired; Paralegal Studies preferred
- At least two years' experience in nonprofit or legal organization, government, law office or call center
- Bilingual Spanish required
- Accurate data entry and proficient in Microsoft Office Word, Excel, and Outlook
- Experience with multi-line phone system
- Strong interpersonal and effective written and verbal communication skills
- Outstanding customer service skills: professional, reliable, and have a positive attitude
- Excellent attention to detail and ability to prioritize tasks and meet deadlines
- Strong commitment to public service

Job Type: Full-time

Salary: Up to \$22/hour

Benefits:

- Paid time off (vacation, personal, sick time, holidays, plus last week of 2022)
- Employee medical, dental and vision insurance
- 401(k)

Schedule:

- Monday to Friday, 9:00 a.m. to 5:00 p.m. May be asked to work additional hours for periodic events and projects.

COVID-19 considerations:

New employees must show proof of vaccination against COVID-19. Unvaccinated visitors to the Nassau County Bar Association are required to wear masks.

About the NCBA:

Founded in 1899, the Nassau County Bar Association strives to be an indispensable resource for its 4,000 members by helping them sharpen their legal skills, make connections, stand out in the legal community, build their law practices, and more. NCBA consists of private and public attorneys, judges, legal educators, and law students who demonstrate their commitment to the community by offering a variety of services for the public, including lawyer referral services, mortgage foreclosure, judicial screening, and public education programs. Learn more at www.NassauBar.org.