

CASE MAINTENANCE SECRETARY

LOCATION: Branch Office

DATE: December 6, 1991

JOB SUMMARY

The CASE MAINTENANCE SECRETARY works under the supervision of the MANAGING ATTORNEY. Greets visitors to the office and provides information or instruction. Composes and types letters and memos and various documents that require ATTORNEY or PARALEGAL signature. Schedules client intakes, organizes data and prepares reports describing the status of operational programs, maintains records of correspondence, receipts, or other material, and performs other duties as assigned.

JOB DUTIES

1. PERFORMS RECEPTION ACTIVITIES: greets visitors and directs them to the appropriate individuals; answers questions and gives requested directions or other information directly or by telephone; refers clients to other social service, governmental, or local, state, or federal agencies as necessary; verifies or confirms the identity of phone callers prior to initiating actions; schedules client intakes and may schedule dates and time for clients to meet with PARALEGALS or ATTORNEYS; signs or initializes documents to acknowledge receipt of packages or materials; prepares receipts for clients who have paid filing fees; collects and deposits client money orders into specified bank account.
2. TYPES WRITTEN MATERIAL: composes and types routine correspondence following existing form letters or standard operating procedures; composes and types letters, memos, and documents for ATTORNEY or PARALEGAL signatures; types drafts of legal documents or records; types documents or letters from dictation.
3. ANALYZES, INTERPRETS, AND REPORTS BUSINESS DATA: prepares monthly and quarterly reports on case opening and closings based on recorded information following standard procedures; prepares reports requiring the investigation of various sources of information and systematic organization and presentation; prepares summaries of programs (such as PAI or PBP), reports, specific operational items, or other data.
4. FILES AND RETRIEVES MATERIALS: reviews, and updates file contents (such as PAI files) to reflect current status of subjects; places forms, records, correspondence, or other material in the correct location in a systematic file; searches files, records, or other sources for desired or missing information on specific subjects; locates and retrieves files or stored material.

5. PERFORMS OTHER DUTIES AS ASSIGNED.

JOB SKILL REQUIREMENTS

1. SKILL IN PROCESSING WRITTEN MATERIALS: skill in typing and proofing copy; knowledge of formats for various documents.
2. COMMUNICATION SKILLS: ability to organize and convey information in a concise fashion without loss of necessary detail.
3. CLIENT AND PUBLIC RELATIONS SKILLS: ability to maintain or project a positive image in face-to-face and telephone conversations and tactfully respond to client or employee questions, suggestions, or complaints.
4. RESEARCH AND EVALUATION SKILLS: knowledge of procedures used to locate and obtain lost or missing forms or information and trace sources of errors.
5. ARITHMETIC SKILLS: ability to perform simple arithmetic calculations and to detect arithmetic errors.

MINIMUM QUALIFICATIONS

High school graduate or equivalent. Three years of practical work experience as a senior secretary or two years experience as a legal secretary.