



Elder Law

OF EAST TENNESSEE

Counsel. Care. Compassion.

Job Description: Legal Secretary **July 2022**

About the Firm: Elder Law of East Tennessee is a law firm that specializes in Life Care Planning with a focus on Elder and Special Needs Law.

Position Overview: The Legal Secretary is the public face of the firm and performs the essential tasks of welcoming clients and visitors, answering the telephone, and processing documents clients provide to the firm. Legal secretary/legal assistant or customer service experience in a professional office setting are preferred.

This position is full-time from 8:30 – 5:00 pm daily with a one-hour lunch break. This position requires work in ELET's main office in Knoxville, and primary work duties cannot be performed remotely.

Benefit & Salary: Generous benefits package includes: profit-sharing, 401(k) with safe harbor contribution, health insurance, long and short-term disability, life insurance, two weeks' paid vacation, paid time off at the end of the year, continuing legal education and professional association memberships and dues, notary bond and expenses, and mileage reimbursement. Annual salary is in the low \$30k range and is negotiable depending on experience and credentials.

Equal Opportunity: Elder Law of East Tennessee is proud to be an equal opportunity employer and to provide a supportive work environment for employees from diverse backgrounds. The firm recruits, employs, trains, compensates, and promotes regardless of race, religion, color, national origin, sex, gender identity, disability, age, veteran status, and other protected statuses.

Covid-19: Our firm serves a vulnerable population and takes public health precautions and employee wellness seriously. Many staff currently work from home. Many client meetings are conducted virtually, and most document signings are conducted curbside. We allow in-office visitors by appointment only. Masks are required for visitors to the office. New hires must be vaccinated unless exempt under federal or state laws.

Application Instructions:

Email resume and cover letter to Practice Manager Malinda Joshi at malinda@elderlawetn.com by August 18, 2022. **Applications without cover letters will not be considered.** Please include your salary requirements in your cover letter.

Qualifications and Characteristics:

1. Associate Degree, Certificate in Paralegal Studies, or Bachelor's Degree preferred.
2. At least one year of office assistant, legal secretary/assistant, or professional office customer service experience preferred.
3. Professional in appearance and demeanor at all times.
4. Strong interpersonal and customer service skills reflecting the firm's brand and commitment to exceptional client experience.
5. Excellent organizational and time management skills, with the ability to manage changing priorities in a fast-paced, dynamic workplace.
6. Highly attentive to detail, with command of business writing, strong proofreading skills, basic math skills, and high standards for work product.
7. Comfortable and confident exercising independent judgment.
8. Patient, kind, and tolerant toward clients and coworkers. Good sense of humor and optimism important.
9. Adept with computers/technology (MS Outlook, Word, Excel, PowerPoint) for operating efficiently in a semi-paperless office.
10. Maintains the highest standards of confidentiality for the firm.
11. Has a clean background check and qualifies as a Notary Public.

Duties:

Customer Service

1. Open office each morning, stock conference rooms, and maintain tidiness in all client-facing spaces both inside and outside the office.
2. Greet clients and visitors. Collect payments and paperwork.
3. Answer the phone and transfer calls to appropriate team members. Maintain records regarding calls received.
4. Refer callers to outside resources if the firm is not an appropriate fit to meet their needs.
5. Schedule/reschedule client appointments and calls.

Correspondence

1. Processes incoming/outgoing mail, certified mail receipts, e-faxes, and FedEx orders.
2. Prepare and send routine client correspondence, which may include welcome, closing, and invoice letters; thank you cards; holiday cards; and reminders about paperwork required to open their file.
3. Prepare and send customized letters on behalf of other staff as needed.

File & Document Management

1. Open physical and electronic files, naming and organizing documents in each file according to procedures.
2. Send prospective clients the paperwork required to open their file after they decide to retain; track these requests and follow up with the client and/or the attorney as needed to ensure follow through.
3. Prepare consultation folders for attorneys to use during each day's meetings.
4. Close files at the conclusion of work for clients.
5. Name documents scanned at the reception desk and in the attorneys' offices.
6. Assist attorneys with naming and sorting scans as needed.

Team Support

1. Lead short daily staff meeting to coordinate efforts and prepare the team for the day.
2. Monitor firm's calendar and communicate the day's scheduled appointments to team during morning staff meeting.
3. Assist with organizing & maintaining stock of office supplies, marketing materials, etc.
4. Assist with preparing marketing materials for community events and other engagements.
5. Assist with special administrative projects as needed.