

Elder Law of East Tennessee
Job Description: Legal Secretary
July 2020

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/assistant or paralegal skills and experience are preferred as this individual will process financial and legal correspondence; manage calendar systems; and draft or review letters related to legal matters.

This position is full-time from 8:00 – 5:00 pm daily with a one-hour lunch break. It includes a generous benefits package: 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. Salary is negotiable depending on experience and credentials.

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.

Qualifications and Characteristics:

1. Associate Degree in Paralegal Studies or Bachelor's degree preferred.
2. At least one year of legal secretary/assistant or paralegal experience preferred, especially in the areas of Elder Law, Probate, and/or Conservatorship.
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. Familiarity with ElderDocx drafting software and/or Actionstep client management software a plus.
10. Maintains the highest standards of confidentiality for the firm.
11. Has a clean background check and qualifies as a Notary Public.

Duties:

1. Open office each morning, stock conference rooms, and maintain tidiness in all client-facing spaces.
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. Schedule appointments.
5. Processes incoming/outgoing mail, certified mail receipts, and FedEx orders.
6. Send welcome, closing, and monthly invoice letters to clients and third parties.
7. Open physical and electronic files, naming and organizing documents in each file according to procedures.
8. Name documents scanned at the reception desk and in the attorneys' offices.
9. Monitor firm's calendar and communicate the day's scheduled appointments to team during morning staff meeting, as well as informing of items brought to the office on the prior day.
10. Prepare consultation folders for attorneys to use during each day's meetings.

Application Instructions:

Email resume and cover letter to Practice Manager Malinda Joshi at malinda@elderlawetn.com by September 1, 2020. Applications without cover letters will not be considered. Please include your salary requirements in your cover letter.