

BIRMINGHAM

BAR ASSOCIATION | EST. 1885

BIRMINGHAM BAR ASSOCIATION
POSITION DESCRIPTION
Job Posting – March 2, 2021

JOB TITLE: Lawyer Referral Service & Front Office Manager

CLASSIFICATION: Exempt

REPORTS TO: Executive Director

APPLICATION DETAILS: Submit a current resume and a letter of interest to Jennifer Buettner, Executive Director at jbuettner@birminghambar.org by 3:00 pm on Friday, March 19, 2021.

SALARY RANGE: \$40,000 to \$42,000 (based on qualifications and experience)

SUMMARY: This is a multi-dimensional position that includes directing the BBA Lawyer Referral Service; managing front office activities; helping to plan, organize and execute events; helping to develop BBA communications; and other responsibilities as assigned.

RESPONSIBILITIES:

Lawyer Referral Service Manager – Responsibilities:

- Overall responsibility for the operation and administration of the BBA Lawyer Referral Service (LRS), a primary public service of the Birmingham Bar
- Maintain attorney referral directory and details on referrals made
- Make referrals from phone calls, voice mail messages, e-mails or online contact forms
- Regularly review processes and procedures and recommend improvements to the LRS process
- Identify, develop and recommend marketing plans and initiatives that will increase visibility of the LRS to BBA members and the public

- Prepare and submit quarterly statistical reports with number of calls received and number of referrals made from those calls
- Respond to inquiries from attorneys and the public about the LRS
- Regularly review website presence for LRS and recommend website upgrades and improvements as appropriate

Lawyer Referral Service Manager – Required Qualities:

- Organization
- Confidentiality
- Discretion
- Sound Judgement
- Patience
- People-oriented

Front Office Manager – Responsibilities:

- Greet and welcome tenants, guests, members and visitors to the Bar Center
- Answer incoming calls and handle as appropriate
- Manage entry into building
- Assist members and guests as needed and appropriate
- Notify building tenants when they have guests and assist as appropriate
- Check building and tenants at end of each day to coordinate building lock-up and alarm
- Identify and recommend best practices for front office operations
- Assist tenants and Executive Director with building issues as they arise
- Handle other tasks and responsibilities as assigned
- Assist Executive Director as requested

Front Office Manager – Required Qualities:

- Friendly
- Trustworthy
- Sound Judgement
- Approachable
- Organized
- Flexible

Communications Coordinator – Responsibilities:

- Research, draft and submit to Executive Director resolutions in memory of deceased members
- Prepare weekly email communications to members and submit to Executive Director for circulation to the membership
- Prepare articles for the quarterly Bar Bulletins as assigned by Executive Director
- Update website pages as needed and as requested by Executive Director

- Develop graphics and flyers for use in marketing programs and events hosted by the BBA and BBF
- Assist with updating database addresses from undeliverable e-mails
- Maintain and organize Bulletin library

Communications Coordinator – Required Qualities:

- Creative
- Tech-savvy
- Quick learner
- Initiative
- Intuitive
- Flexible

Event Support – Responsibilities:

- Assist in planning, organizing and executing Coffee with the Judges events
- Assist with hosting building meetings and clean-up, as necessary
- Support the Executive Director in developing and executing BBA and BBF events
- Research venues and obtain venue and menu price comparisons

Event Support – Responsibilities:

- Creative
- Friendly
- Flexible

Equal Opportunity Employer

Consistent with federal, state and local law, the Birmingham Bar Association’s policy and practice is to afford equal employment opportunity to all employees and applicants without regard to race, religion, color, disability status, veteran status, national origin, ethnicity, gender, gender expression, gender identity, sexual orientation, sex, pregnancy, age, genetic information, or any other legally protected characteristic. The Birmingham Bar Association hires, promotes and rewards without regard to race, religion, color, disability status, veteran status, national origin, ethnicity, gender, gender expression, gender identity, sexual orientation, sex, pregnancy, age, genetic information, or any other legally protected characteristic.