Job Description

Job Title: Administrative Assistant, Elder Trust
Reports to: Managing Attorney, Family, Health and Elder Law Unit
Date Updated: August 2020

About Memphis Area Legal Services (MALS): MALS is the primary provider of civil legal representation for low income individuals and families in Fayette, Lauderdale, Shelby, and Tipton counties in Tennessee who are facing critical, sometimes life-threatening situations. Legal assistance is provided through advice and counsel, representation in court and administrative proceedings, and community education and outreach to vulnerable residents. Since 1970, MALS has grown to become a multi-faceted community law firm guided by values and principles that embody its commitment to equal access to justice for all.

About Elder Trust: MALS, three of the other major legal aid organizations in Tennessee, and Tennessee Alliance for Legal Services have joined forces to create the Tennessee Senior Legal Services Consortium, a statewide network of attorneys and other legal professionals working together to meet the legal needs of Tennessee’s most vulnerable senior citizens. The Consortium also partners with other organizations serving seniors to reach the most rural and underserved areas of our state. The Consortium helps seniors address core legal issues such as accessing benefits and healthcare; consumer protection; obtaining and maintaining safe and secure housing; avoiding or escaping abuse and exploitation; and engaging in estate planning activities such as wills, advance directives, and powers of attorney.

Position Description: This position reports to the Managing Attorney of the Family, Health and Elder Law Unit. It performs clerical and administrative duties and ensures the efficient and smooth operation of the Elder Trust Program. This is a grant funded position.

Key Responsibilities:
The Administrative Assistant performs a wide range of duties, including the following:

Clerical

- Provides clerical support for MALS’ Elder Trust Program, such as composing, typing and/or transcribing pleadings, briefs, correspondence, memos, administrative reports, subpoenas, summonses, etc.; proofreads documents and other materials for correctness before processing and transmitting; and assists with MALS’ case management process
- Schedules appointments for MALS’ Elder Trust attorneys and maintains appointment calendars; books travel arrangements
- Ability to accompany an attorney on home visits
- Answers and directs telephone calls and provides assistance and/or information to callers about the program and services offered
- Communicates with clients, lawyers, court personnel, government agency personnel, etc. in performing duties and interacts in a professional and courteous manner with all groups and individuals
- Establishes and maintains electronic and paper filing systems for correspondence, reports, time logs, etc.
- Performs data entry tasks associated with case management procedures, including tickler and time activities for attorneys on case management system
- Opens and closes case files in accordance with MALS’ case management procedures; maintains closed case files for unit
Administrative

- Ensures the orderly and efficient workflow within the program and unit; prepares requisitions for supplies, equipment and repairs
- Maintains a working knowledge of case management procedures, general office practices and communication protocols in order to professionally interact with staff, clients, callers and visitors
- Maintains a working knowledge of all policies, procedures, laws, rules, and regulations governing the office and the program and responsibly relays this information to callers and/or visitors
- Provides technical support to attorneys
- Performs a variety of administrative duties, including the preparation of check requests for approval; the copying, faxing, emailing, and/or mailing of documents and correspondence; and compilation of reports
- Sets up meetings and takes detailed minutes
- Monitors and maintains office equipment
- Develops, updates, and maintains a standard operating procedure for Elder Law

Relationships

- Maintains a positive working relationship with unit staff and MALS’ other legal, administrative and support staff and assists in coordinating all necessary office relations between the different MALS units
- Collaborates with other staff

Other

- Maintains high standards of accuracy and competency in carrying out duties and responsibilities; maintains a high level of proficiency in the use of all hardware and software utilized in exercising duties and responsibilities
- Meets all deadlines in a timely manner
- Performs other duties as assigned by the Family, Health and Elder Law Unit Managing Attorney or their designee

Qualifications

MALS is seeking an individual who is highly organized, a self-starter and fast learner, gives keen attention to detail, has the ability to manage multiple projects and assignments, and enjoys working in a team-based environment.

Applicants should have:

- An Associate degree in secretarial science, business, or related field; at least two years of experience as a Legal Secretary preferred; or an equivalent combination of education and experience
- Must be able to type at least 65 words per minute and take and transcribe dictation at a speed of 65 words per minute
- Excellent computer skills with databases and Microsoft Office applications
- Have Notary designation or the ability to become a Notary
- Background check may be required
- Strong oral and written communication skills
- Ability to prioritize projects and strong problem solving and analytical skills
- Good research skills
- Ability to exercise individual initiative and use discretion in handling confidential matters
- Ability to manage multiple deadlines
- Excellent customer service skills

Employment Status

Non-Exempt