

LANCASTER COUNTY
CLIENT SERVICES ASSOCIATE

NATURE OF WORK

This is responsible secretarial and clerical work of a legal nature.

Work involves responsibility for performing clerical and secretarial work requiring knowledge of general legal terminology and legal forms and documents. Work also involves performing reception duties, maintaining file systems, distributing mail and preparing legal documents following accepted formats and construction. General supervision is provided by an attorney or administrative superior, with work reviewed in the form of accuracy, timeliness and compliance with departmental policies.

EXAMPLES OF WORK PERFORMED

Receive, screen and forward telephone calls to appropriate party or provide general information per office policy; greet visitors and direct to appropriate court room or individual; distribute incoming mail; photocopy, fax and receive/disburse faxes; inventory, order and stock office supplies as assigned.

Transcribe, type and process correspondence, memoranda, motions, orders, notices, warrants, complaints, petitions and other written material per paralegal or attorney direction; compose general correspondence following communication with case contacts; create, organize and distribute new client files.

File legal documents and correspondence; locate and retrieve requested material and information from files; prepare court lists.

Enter into, update and retrieve information from a computer terminal; prepare reports from data obtained from client information and file documentation.

Make client and community contacts in order to obtain reference information; record client information in case file per departmental policy.

DESIRABLE KNOWLEDGES, ABILITIES, AND SKILLS

Knowledge of modern law office practices, methods, and procedures.

Knowledge of legal terminology, spelling, punctuation and grammar.

Some knowledge of the legal process and judicial/court proceedings.

Ability to maintain written and computerized legal records and files and prepare reports from such records.

Ability to prepare routine legal forms and documents.

Ability to interact courteously and establish and maintain effective working relationships with co-workers, attorneys, and the general public.

Ability to communicate effectively both orally and in writing.

Skill in the operation of standardized office equipment including personal computers, photocopiers, typewriters and calculators.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from senior high school or equivalent, supplemented by business college courses in legal office procedures and terminology; and experience performing legal clerical and secretarial duties for a practicing attorney or in a related legal office capacity.

MINIMUM QUALIFICATIONS

Graduation from senior high school or equivalent, supplemented by experience in general office and clerical work; or any equivalent combination of training and experience which provides the desirable knowledge, abilities, and skills.

Approved by: _____
Personnel Director

03/03

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