

PASCUA YAQUI TRIBE

REVISED: 10/10/08

JOB DESCRIPTION

Job Title: Office Manager/Intake Specialist
Dept./Division: Legal Services
Supervised by: Director of Legal Services
Employee Type: Salary
Pay Grade: F

NATURE OF WORK: Under the supervision of the Director of Legal Services, oversees the operations of the department, assists Director in the hiring process and drafting of performance evaluations of all employees in the department, and general administration of the law office and budget.

Performs the crucial function of initial screening of applications for legal services to determine: 1) conflicts of interest; 2) whether requests are within program priorities set for the department by tribal council; and 3) makes initial assignments of applicants/clients to appropriate lawyers.

This list of duties and responsibilities is merely illustrative of the tasks performed by this position and is not all-inclusive.

ESSENTIAL FUNCTIONS:

- Supervises staff, including but not limited to contributing to, employee performance evaluations and disciplinary actions.
- Maintains the department's performance evaluation process to ensure evaluations are performed in a timely fashion and that Tribal HR policies and procedures are followed.
- Maintains and oversees department's security of documents to maintain confidentiality of client information.
- Coordinates and maintains all attorney calendars; avoids and takes initiative to resolve calendar conflicts and maintains a tickle system that avoids missed court dates and appointments.
- Monitors and coordinates all court admissions and expiration dates to ensure non-lapsing of bar licenses and the privilege to practice law in numerous jurisdiction for all attorneys.
- Meticulously informs clients of court dates in writing upon receipt of court minute entries.
- Ensures sufficient court coverage of hearings by arranging substitute attorneys in the event of illness or absence of an attorney.
- Maintains professional and technical knowledge by attending educational workshops and seminars regarding employee management, client relations, customer service, law office procedures and the intricacies of client database report generation for budget purposes.
- Assists in drafting, updating, disseminating and enforcement of **PASCUA YAQUI LEGAL SERVICES OFFICE POLICY AND PROCEDURES MANUAL**, as needed, to ensure consistent compliance by all employees in the department.
- Screens all incoming documents and calls to determine level of urgency and either handles the situation directly or routes communication to appropriate party with an assessment & suggestions for handling.
- Performs emergency triage of crises in the following manner: performs rapid screening, assessment and classification of clients' problems to determine priority needs to ensure the most efficient use of department personnel and scarce departmental resources or refers out, when appropriate.
- Maintains office services by organizing office supplies, maintaining functionality of technical resources through coordination with IT and oversees the safety of the physical plant for attorneys and disabled clients.

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- Supervises, maintains and enforces consistent procedures for closed client file handling that ensures accurate archiving, retention, retrieval and eventual destruction schedule for client files, consistent with Arizona State Bar requirements.
- Performs other related duties as assigned.

ESSENTIAL KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Law office practices, procedures and organization.
- Business English, basic bookkeeping, and word processing.
- Principles of supervision & resource management.
- Basic understanding of substantive areas of civil law that affect low income clients.
- Knowledge of community resources.
- Ability to interview people, assess, summarize, document and organize information.
- Excellent communication and interpersonal skills.
- Ability to calm down upset applicants
- Utilization and Maintenance of complex client database system

Skills to/in:

- Excellent organizational skills.
- Delegating assignments and coordinating activities.
- Record keeping, filing.
- Good listener

Ability to:

- Communicate effectively verbally and in writing.
- Maintain effective file retrieval system
- Maintain good working relationships with employees, clients, other tribal government departments and the general public.
- Effectively plan and coordinate work activities, schedules, priorities and utilization of resources.
- Handle multiple tasks and meet deadlines.
- Maintain confidentiality of information.
- Exercise high degree of professional judgment.
- Understand various rules, time limits and jurisdictional rules applicable to cases.
- Organize information and schedule meetings and events.

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MINIMUM QUALIFICATIONS:

- Five (5) years of relevant law office experience
 - Three (3) years of hotline interview or triage type experience
 - Spanish speaking required
- OR

Any combination of academic education, professional training or work experience that demonstrates the ability to perform the duties of this position.

AND

- Must have a valid Arizona driver's license.
- Must pass a background check and drug test. Funding and sensitivity of position will determine fingerprinting requirement.

Note: This position may require the use of personal, GSA or Tribal vehicle for Tribal business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for Tribal business will be prohibited if the employee is not authorized to drive a Tribal vehicle or if the employee does not have personal insurance coverage.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

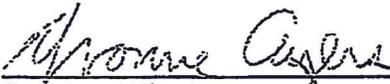
While performing the duties of this job, the employee is regularly required to sit; use hands to handle or feel and talk or hear. The employee is frequently required to stand and walk. The employee is occasionally required to reach with hands and arms.

WORK ENVIRONMENTS:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Review and Approved by:

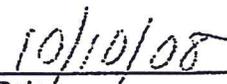


 Department Director

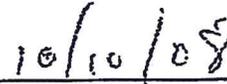


 Chairman

 Human Resources Director



 Date



 Date

 Date