

Role Descriptions

ROLE DESCRIPTION for LEGAL SUPERVISOR

Date: November 19, 2008

Department: Management

Title: Legal Supervisor

Mission: Insure highest quality legal work and timely work flow

Key Result Areas	Time Utilization	
	Now	Goal
1. Review legal drafting, <i>e.g.</i> , judgments, judgment letters, Judicial Council forms, mediation summaries	35%	
2. Training Quality Assurance: update training manuals, train new mediators, develop training materials, conference RFP's and articles	15%	
3. Directly respond to client quality control questions	10%	
4. Supervise DRA with day-to-day responsibilities and DRA response to client questions (<i>e.g.</i> , scheduling, file status)	15%	
5. Draft memos of FAQ for handouts as questions arise	2%	
6. Payroll Data Collection	3%	
7. Marketing: writing articles, blogging, investigate new marketing ideas, implementation of marketing plan	15%	
8. Other duties as required	5%	
9. Attorney-Mediator duties (about 40% of your time overall)		
Position Requirements		
<u>Education/Experience:</u> J.D. and California Bar Admission, 3 years of family law experience		
<u>Skills/Knowledge/Ability:</u> Writing and editing, legal drafting		
<u>Authority:</u> Reports to General Manager, supervises DRA in work flow and client status areas		

Role Descriptions

1. Review Legal Drafting	<ul style="list-style-type: none"> a. Judgments & Judgment letters b. Mediation summaries (for newer mediators) c. Judicial Council Forms (proofread, check for completeness) d. Provide constructive feedback to mediators and those who prepare these documents as part of training and quality control e. Insure timely delivery of all promised materials to clients f.
2. Training Quality Assurance	<ul style="list-style-type: none"> a. Update training manuals, identify training issues and develop new forms and systems to address training issues as they arise. b. Train new mediators c. Develop and update training materials for both in-office materials and presentation training materials (e.g., 40 Hour Mediation Training) d. Initiate and draft conference proposals, RFP's speaking ideas e. Write articles for publication and blogs f.
3. Direct response to client quality concerns	<ul style="list-style-type: none"> a. Respond to telephone calls and e-mail (or appropriately delegate) re: client quality concerns, mediator, DRA or paperwork concerns b. Respond to attorney inquiries c. Respond to client e-mail and telephone inquiries d. Insure documentation of responses in client file e. Insure timely delivery of all promised materials to clients f.
4. Supervise DRA response to client status questions	<ul style="list-style-type: none"> a. Supervise DRA response to client status questions, e.g., scheduling, file status b. Respond to DRA regarding questions about appropriate responses to client questions c. Delegate responses as needed d. Insure documentation of responses in client file e. Insure timely delivery of all promised materials to clients f.
5. Draft FAQ memos as questions arise	<ul style="list-style-type: none"> a. Determine FAQ legal questions from clients b. Draft short legal memos suitable for use as handouts for clients to address FAQ

Role Descriptions

	c.
	d.
	e.
	f.
6. Payroll Data Collection	a. Keep track of each mediation and each mediator's time and input it onto their payroll sheet
	b. Keep track of orientations done by mediators and input them onto their payroll sheet
	c. Deliver payroll reports to manager responsible for payroll input by 9 am on payroll days
	d. E-mail or otherwise deliver payroll reports to mediators [at least] the day before payroll
	e. Bring payroll and personnel issues to General Manager's attention in a timely manner
	f.
7. Marketing	a. Assist with implementation of Peace Talks' marketing plan, work with marketing director re: delegation of marketing tasks
	b. Write and edit articles for publication and blogs
	c. Investigate new marketing ideas
	d.
	e.
	f.