



Position Description

Position Title: Member Services Office Assistant

Division: Member Services

FLSA: Non-Exempt

Supervises: N/A

Date Revised: May 2015

Reports To: Deputy Executive Director

Position Summary

Under general supervision, provides dependable and high quality administrative support to Member Services including continuing legal education programs, practice sections, ISB annual meetings and conferences, district bar associations, and other member benefit programs. Results and services of position may impact workflow or service within the division and may affect individual customer relationships. Manages activities to meet deadlines in an efficient and effective manner.

Duties and Responsibilities

Please circle the “E” or “R” next to each duty to indicate whether it is “E” meaning it is an Essential job function or “R” meaning that the duty could be Reassigned. This information will be used to determine which functions are essential or reassignable consistent with the Americans with Disabilities Act.

Always	ISB Team Members will support the organization’s mission and role model the behaviors by: <ul style="list-style-type: none"> • Cultivating a positive work environment. • Prioritizing and setting manageable goals. • Being efficient with time at work. • Communicating effectively with management, staff, members, and the general public. • Being flexible and taking criticism constructively. 	
Always	ISB Team Members will support compliance-related items by: <ul style="list-style-type: none"> • Following internal procedures and external regulations. • Bringing compliance issues to the attention of management. • Successfully complete regulatory training requirements periodically. • Working collaboratively in all facets of position to meet position requirements and support ISB’s and/or ILF’s mission and goals. 	
Provides administrative support to Deputy Executive Director	E	R
Prepares correspondence for assigned area to include drafting and formatting letters, memos, forms, policies and procedures, reports, spreadsheets, etc., including confidential documents. In additional transcribes information, as necessary	E	R
Provides administrative support for the ISB which includes telephone coverage, mail handling, filing, supplies control and necessary internal and external communications.	E	R

Organizes and maintains hard copy and/or electronic files.	E	R
Assists in the management of schedules and calendars and handles conflicts, as necessary.	E	R
Works independently and within a team on special and nonrecurring and ongoing projects.	E	R
Advertise and promote ISB/ILF programs and events through Social Media outlets including Twitter and Facebook		
Some overnight and weekend travel required		
Continuing Legal Education: <ul style="list-style-type: none"> • Maintain the publications database and process orders • Maintain the recorded program database, materials and process rental orders • Maintain the front office publication library • Liaison with Peach New Media regarding online registration, on-demand online programming and webcasts • Submit new programming to Peach New Media • Provide AV and technology assistance to live CLE programs • Assist with preparation of registration brochures and program materials • Design and revise CLE registration brochures • Upload and manage content on website 	E	R
Practice Sections: <ul style="list-style-type: none"> • Setup and clean up for Section meetings • Correspond monthly financials to Section leaders • Assist with other meeting support as needed such as photocopying, phone set up, AV, etc • Disseminate practice section handbook and officer training materials 	E	R
Annual Meeting/Conference: <ul style="list-style-type: none"> • Provide administrative and onsite support • Assist with production of marketing, registration and on site materials • Assist with AV and technology 	E	R
Member Services Support: <ul style="list-style-type: none"> • Logistically assists with administrative tasks, communications and marketing associated with the Lawyers Assistance Program, the Idaho Academy of Leadership for Lawyers and other member benefits and services. • Represent the Member Services Department on the Office Technology team. • Disseminate electronic communication to bar membership. • Responsible for aspects of the Classroom technology. 	E	R
Performs all other related duties, as assigned.	Reassignable	

Education and Experience Required

Requires a High School Diploma or General Education Degree (GED). Some college or vocational training preferred. Minimum two (2) years experience in office administration, preferably in a marketing or public relations department.

Skills and Abilities

- Ability to read and comprehend advanced instructions, operating manuals, correspondence, and memos.
- Should be customer-service driven.
- Position requires demonstrated poise, tact and diplomacy with the ability to handle sensitive and confidential situations.
- Requires an ability to work with numbers and mathematical concepts (adding, subtracting, etc.) on a regular basis.
- Excellent follow-through skills.
- Ability to write reports and correspondence. Accurate proofreading and editing skills.
- Strong attention to detail and well-organized. Highly accurate.
- Must have excellent telephone etiquette and verbal communications.
- Strong computer skills.
- Professional appearance.
- Ability to handle and prioritize multiple, competing tasks and demands and to seek supervisory assistance as appropriate.
- Self-starter.
- Ability to file alphabetically and operate general office equipment such as facsimile and photocopy machine including accurate and rapid ten-key skills.
- Ability to remain focused to task.

Computer Skills

Microsoft windows environment with Office Suite to include formatting and production of word processing documents, spreadsheets, and reports. Proficiency with Access database required.

Certificates, Licenses, Registrations:

Required:

- Must have and maintain a valid Idaho Driver's License, maintain automobile insurance coverage and have access to an automobile.

Other

Regular attendance is required. At times, individual must be able to work in a fast-paced environment with ability to handle and prioritize multiple, competing tasks and demands and to consult Supervisor when necessary. Must receive approval for overtime prior to incurring it.

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 talk and hear. The employee regularly is required to stand, walk, sit, use hand to finger, handle or feel objects, tools, or controls; and reach with hands and arms. The employee frequently lifts and/or moves up to 20 pounds. Specific vision abilities required by this job include close vision, ability to adjust focus, and manual dexterity in combination with eye/hand coordination.

The above statements are intended to describe the general nature and level of work performed by people assigned to this job. They are not intended to be an exhaustive list of responsibilities, duties and skills required of personnel so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.