



Legal Plan Representative
Salary Range \$4,937 to \$6,117 Monthly

ALADS offers excellent pay and fringe benefits, including medical, dental, vision, life insurance, flexible spending accounts, and a retirement plan.

DEFINITION:

Under general supervision, performs a wide variety of moderate to advanced administrative and clerical duties of a highly confidential nature in direct support of the ALADS legal plan; coordinates with ALADS legal partners through member referrals, provides clerical support to LDF administrator, works cooperatively with LDF Administrator and staff, and performs other duties as assigned.

EXAMPLES OF DUTIES AND RESPONSIBILITIES:

- Answers phone calls and assists ALADS members in need of legal representation by following intake and referral procedures; handles urgent calls requiring immediate attorney dispatch and follows appropriate protocol.
- Reviews daily message reports from the answering service;
- Regularly follows up with members to ensure legal representation has met ALADS customer service objectives;
- Compiles and creates reports on customer service response data;
- Maintains confidential files and records;
- Types letters, memoranda, reports, and other correspondence material from marginal notes, rough drafts, dictation, and/or verbal instructions including correct grammar, spelling, and punctuation;
- Creates and presents PowerPoint presentations;
- Screens visitors and phone calls and makes appointments;
- Assists LDF Administrator with calendaring and setting up meetings;
- Assists law firms and Representative Services Division with further appeal procedures;
- Performs other duties as assigned.

DESIRABLE EMPLOYMENT STANDARDS:

Graduation from an accredited two-year college – OR – education and three years of progressively responsible experience in an administrative assistant position.

Ability to interact with members, executives and other stakeholders with discretion, professionalism, and ability to maintain confidentiality of sensitive information. Strong ability to work with coworkers and supervisors in a team environment and able to organize and prioritize tasks in a fast-paced environment.

Client intake process experience gained working in a law, medical, or insurance office is highly desirable. Familiarity with a law enforcement union's legal plan operation is highly desirable.

Knowledge of Microsoft Word, Excel, Outlook, PowerPoint, SharePoint, Teams, scanning/storing documents, familiar with modern office practices and procedures, and current personnel practices, office machines, and filing systems. Able to perform a variety of highly responsible professional duties, type at a minimum net speed of 55 words per minute; use advanced English skills, including grammar, sentence structure, and original composition.

Must have a valid California Driver's License, proof of car insurance, and a dependable vehicle available to work each business day.

If you meet these requirements and are interested in the position, please send your completed application, resume and cover letter, mentioning this posting from the ALADS website, to careers@alads.org. Include "Legal Plan Representative" and your full name in the subject line.