



State Bar of Georgia

JOB DESCRIPTION

(Updated 10/2024)

Title:	Client Assistance Program Paralegal
Department:	Office of the General Counsel (OGC)
Reports to:	Assistant General Counsel/Director, Client Assistance Program (CAP)
Location:	Atlanta, Georgia
Classification:	Full Time / Non-Exempt

STATEMENT OF PURPOSE

The primary purpose of this position is to provide paralegal support to the CAP Director to execute the responsibilities of CAP of the OGC. Additionally, the position is expected to assist the OGC staff in all aspects of the disciplinary process. This position will require interaction with the public, the staff of the State Bar of Georgia, members, volunteers, committees, and leaders.

ORGANIZATIONAL STRUCTURE

This position falls under the CAP department which also consists of an assistant general counsel/director, paralegals, and a legal assistant; however, the CAP Department is part of the Office of the General Counsel (OGC) and as such, under the direct authority of the general counsel.

DUTIES

- Provide paralegal and administrative assistance as needed and required.
- Take calls from the public concerning issues/problems and determine the appropriate ways to assist/route/refer callers.
- Conduct investigations into allegations of a lack of communication between attorneys and their clients as instructed by the director.
- Contact attorneys to resolve grievances based on communication issues between attorneys and their clients as instructed by the director.
- Communicate with complainants and respondents regarding the status of cases.
- Enter pertinent information from each call taken into the CAP log database for tracking purposes.
- Draft correspondence to complainants, respondents, and others.

REQUIRED EXPERIENCE AND SKILLS

Education, Training and Experience

- College degree and/or Paralegal certificate.
- Knowledge of legal procedures.
- Litigation experience preferred.
- Administrative experience preferred.

Tools, Equipment

- Working knowledge of standard office equipment, including, but not limited to, dictation equipment, fax machine, copy machine, telephone switchboard and voicemail equipment.
- Working knowledge of Microsoft Office program, particularly Microsoft Word, Access, Excel and Outlook.
- Working knowledge of Adobe Acrobat.
- Knowledge of computerized legal research programs such as Lexis/Nexis, Westlaw, etc.

Essential Functions of the Job

- Excellent oral and written communication skills
- Possess analytical and critical thinking skills
- Excellent organizational and time management skills
- Ability to lead and take direction
- Ability to be discreet and tactful
- Proof reading
- Typing
- Legal research skills
- Detail oriented
- Oversee and prioritize multiple tasks
- Collaborator
- Dealing with Bar staff, members, volunteers, committee members and leaders in a professional manner
- Available to interact with and support the public and State Bar staff, members, volunteers and leaders in a timely and personal manner
- Employee is subject to in-person and remote supervision and is expected to perform their job in accordance with the State Bar of Georgia's Telecommuting Policy.

Required Skills

- Motivated initiative-taker with the ability to work independently
- Meet deadlines and complete assignments without requiring overtime
- Work within the agreed upon office hours
- Able to accept constructive criticism

How to Apply:

- Send an email with resume and cover letter attached to OGCHIRING@gabar.org
- Please type "**Paralegal**" as the subject line of the email
- Please make sure the cover letter explains your interest in the position, summary of your work experience, and includes at least three references and your contact information.
- Deadline for applications: **Until position is filled**

About the State Bar of Georgia: *The State Bar of Georgia, with offices in Atlanta, Savannah, and Tifton, was established in 1964 by the Supreme Court of Georgia as the successor to the voluntary Georgia Bar Association, founded in 1884. All lawyers licensed to practice in Georgia belong to the State Bar. Its more than 52,000 members work together to strengthen the constitutional promise of justice for all, promote principles of duty and public service among Georgia's lawyers and administer a strict code of legal ethics.*