



# Job Announcement

The San Fernando Valley Bar Association is one of the premier local bar associations in California, maintaining a membership of 2,000. You can find out more information about the SFVBA by going to [www.sfvba.org](http://www.sfvba.org).

SFVBA is currently looking to fill the full-time position of **Member and Client Services Coordinator**. This position offers plenty of contact with attorney members as well as with the general public. We are looking for someone who is a team player and can also excel on their own. Candidates must be extremely organized and detailed-oriented.

Below is a brief description of the duties.

## **Responsibilities:**

- Answer incoming phone calls on operator line, direct calls to appropriate staff person and/or provide general information to callers regarding services and programs
- Greet visitors to the SFVBA office
- Maintain membership and Attorney Referral Service (ARS) database files; process membership renewal payments, new applications and change of records; and process and create file for new ARS attorneys
- Open, date stamp and distribute mail to staff; stamp outgoing mail
- Monitor and replenish office supplies and contact vendors to service office equipment as needed
- Process mailing list requests and output mailing labels
- Process credit card transactions and settle batch daily
- Prepare bank deposits; drop off deposits at bank
- Handle reservations and provide hospitality service for conference room rentals
- Monitor ARS attorneys insurance status and fees
- Handle client surveys
- Trained to backup ARS consultants who answer incoming calls and online inquiries from individuals and business owners seeking legal assistance and then refer callers to attorneys or other service agencies
- Provide administrative support to Bar programs and Executive Director and Director of Public Services as needed.

**Education and Experience Requirements:** College degree. Bilingual Spanish-speaking required. Experience in law office or nonprofit organization desirable. Database management and bookkeeping experience preferred. Strong interpersonal and customer service skills required.

**Compensation:** \$25,000 plus benefits.

**To apply:** Email cover letter and resume to [epost@sfvba.org](mailto:epost@sfvba.org). Position available immediately.