



Position vacant

CRS Officer

The Law Society of New South Wales is looking to employ a CRS Officer in its Community Referral Services (CRS) Department on a full-time basis. The CRS Department provides a Solicitor Referral Service and a Pro Bono scheme. These services are primarily aimed at improving the community's access to the legal system and justice.

Responsibilities

- The Community Referral Service Officer ("CRS Officer") reporting to the Principal Solicitor, CRS is responsible for providing administrative support and referrals for the Pro Bono Scheme, the Solicitor Referral Service and the Dispute Resolution Practice (the "CRS").

Key Accountabilities

- Covering all administrative aspects of the CRS, including, but not limited to, processing new applications and opening new files, typing correspondence and other documentation, filing, answering phone calls and responding to emails.
- Responsible for providing informative and accurate information to law firms, members of the public and other stakeholders about all three services.
- Providing accurate SRS referrals to members of the public using the Solicitor Referral Service database (SRS database).
- Attending to the day to day mail requirements of the CRS. This includes distributing incoming mail and logging outgoing mail.
- Recording accurate monthly statistics for the three services.
- Preparing alternative dispute resolution documentation using the various templates, tracking matters, processing payments and working with the Principal Solicitor, CRS on making various referrals and appointments.
- Attending to front desk inquiries as required. Providing face to face information and assistance to members of the public seeking a referral to a solicitor or Pro Bono Scheme assistance.
- Keeping all the databases up to date.
- Archiving files and keeping accurate records of archiving, sending files off site and retrieving files as required.
- Participate as a team member of CRS to ensure the service is covered in a professional manner at all times and in particular to assist the Principal solicitor, CRS.

To secure this position applicants will require previous experience working in a customer service environment with experience searching databases and inputting data. Proven administrative and communication skills including effective telephone



manner and active listening skills, are essential. Expertise in a legal environment preferred. This is a role that requires a high level of attention to detail, accuracy, interpersonal skills, empathy and tolerance.

Applications

The Law Society of New South Wales is committed to building and maintaining a respectful and inclusive workplace, appointing the best person for the role and supporting diversity.

Written applications, including a cover letter and brief resume should be addressed to: recruitment@lawsociety.com.au