

## **Job Description**

**Job Title:** LOP Support

**Reports To:** LOP Manager

**Department:** LOP Practice Group

### **Summary:**

#### **Essential Duties & Responsibilities include the following (other duties may be assigned):**

- Importing new files from clients (out of Box/Dropbox/Emails) into JCJLG systems (ACE, OneDrive, Practice Panther, etc.).
- Maintaining, updating, and organizing client files in JCJLG systems.
- Coordinating with the JCJLG Systems Engineer regarding the use of or changes to ACE, SharePoint, etc.
- Verifying and uploading records needed for each account (medical records, billing records, letters of protection, financial agreements, etc.).
- Confirming fields in ACE match the clients' data and updating those fields as needed.
- Sending out individual and grouper Notices of Representation (NOR's) letters to Obligor/Attorneys.
- Communicating effectively and professionally with clients regarding additional records needed.
- Locating and collecting accurate and useful data such as lawsuits, crash reports, and LexisNexis public data reports, and saving them to the appropriate locations in ACE, OneDrive, and SharePoint.
- Updating the appropriate LOP personnel regarding new data or documents that have been added to a file.
- Scheduling calendar reminders for the LOP supervising attorney, Practice Administrator, and Firm Partners, as appropriate.
- Fully complying with HIPAA, the Texas Medical Privacy Act, and all applicable state and federal debt collection statutes and regulations.
- Logging PHI transmitted outside of JCJLG in the Firm HIPAA log.
- Assembling, maintaining, updating, and verifying large volumes of client data.
- Completing all tasks assigned by LOP Manager, LOP Supervisor, LOP supervising attorney, Practice Administrator, and Firm Partners in a timely and efficient manner.
- Communicating effectively with LOP Manager, LOP Supervisor, LOP supervising attorney, Practice Administrator, Firm Partners, other JCJLG attorneys, clients, obligors, and other LOP and JCJLG staff members.

### **Competency:**

#### **To perform the job successfully, an individual should demonstrate the following competencies:**

- Responds promptly to client needs & meets commitments.
- Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes honest, direct feedback; contributes to building a positive team spirit; supports everyone's efforts to succeed; recognizes accomplishments of other team members.
- Closely follows policies and procedures; completes tasks correctly and on time; supports organization's goals and values.
- Is consistently at work and on time; ensures work responsibilities are covered when absent; and arrives at meetings and appointments on time.
- Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; and completes tasks on time or notifies appropriate person with an alternate plan.
- Approaches others in a tactful manner; treats others with respect and consideration regardless of their status or position.
- Meets productivity standards; completes work in timely manner; strives to increase productivity; and works quickly.

- Is very detail-oriented; extremely well organized; and capable of prioritizing tasks, managing deadlines, and identifying and resolving data discrepancies.
- Is attentive, engaged, and committed to accuracy even in mundane tasks.
- Thrives on conquering the challenge of creating complete, accurate, and up-to-date data compilations to ensure the ongoing success of the LOP Practice Group.
- Communicate. Communicate. Communicate.
- *Be smart. Work hard. Learn fast. Be dependable. Don't be an asshole.*

**Qualifications:**

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Successful LOP Support staff are engaged, attentive, and self-motivated. They take pride in their work and their contributions to the JCJLG team. They aren't satisfied with average or good enough. They kick ass because they strive to kick ass.

**Education/Experience:**

- High school diploma or general education degree (GED); or one-year related experience and/or training.

**Language Ability:**

- Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to clients and other employees of JCJLG.

**Math Ability:**

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

**Reasoning Ability:**

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.

**Computer Skills:**

- To perform this job successfully, an individual should have knowledge of Microsoft Office Suite (particularly Excel and Word), Microsoft Teams, Outlook, SharePoint, Edge, OneDrive, Adobe Acrobat, Box.com, and Dropbox.
- An individual must also be willing and able to acquire proficiency in all unique JCJLG systems and software used by LOP personnel (ACE and Practice Panther, as well as new systems or software that may be adopted) as well as all client systems and software accessed by LOP personnel.

**Certificates and Licenses:**

- No certifications needed.

**Supervisory Responsibilities:**

- This job has no supervisory responsibilities.

**Work Environment:**

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The noise level in the work environment is usually moderate.

- If you fit best on an island of misfit toys, JCJLG might be the place for you.
- If you like rules for rules' sake, you won't like JCJLG.
- Our Senior Executive Vice President of Emotional Support is an adorable French bulldog named Bexar (pronounced 'Bear'). If you have a severe allergy to dogs or are uncomfortable around them, you might be miserable at JCJLG, since Bexar walks around the office freely almost every day of every week.

**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 sit and use hands to finger, handle, or feel. Specific vision abilities required by this job include Close vision.