Position Description

PARALEGAL

MISSION STATEMENT

To work together with the attorneys as a team to provide clients with intelligent, compassionate and determined advocacy, with the goal of maximizing compensation for the harms caused by wrongful actions of others.

To give clients and files the attention and organization needed to help bring resolution as effectively and quickly as possible.

To make sure that, at the end of the case, the client is satisfied and knows Parnall Law has stood up for, fought for, and given voice and value to his or her harm.

To bring in revenue that contributes to profit.

RESULTS / OUTCOMES (What you must get done.)
- Be familiar with each case in your caseload.
- Be up-to-date with each case. Follow software checklist requirements, i.e.,
    - Letters of representation and welcome sent within two days after intake.
    - Letters and phone calls updating progress, and negotiation, at each stage.
    - Complete all attorney assignments in a timely manner.
    - Demand letters out within 3 weeks of completion of treatment.
    - Disbursements within 2 weeks of receiving checks.
- Posting all case information, and litigation information, in Needles.
- Proportionately contribute to overall client satisfaction and firm revenue goals.
- Achieve 95% positive reviews.

DUTIES / RESPONSIBILITIES

Make Claim
- If not open, call to report new claim
- If open, call to find out claim number and adjuster
- If necessary, help with property damage claims
- Speak to adjusters
- Send Ltr Rep to auto / health ins., welcome letters to clients
- Open subrogation claim with health insurance or medicare
- Enter analysis of case and send analysis to attorney
- Follow up on client homework such as dec pages
- Send copies of documents for clients or update them on their case
- Speak to clients and gets updates on their care
- Review demand packages
- Post costs

- Create motion/mediation/exhibit binders
- Call on balances for paybacks
- Request reductions on subro claims, provider balances

Reception/Customer Service
- Answer phones
- Potential client intakes, gather information to include in attorney calendar notice to give attorney a good, detailed idea about what the claim is and what follow-up questions need to be asked
- Meet with clients
    - During intakes
    - When they stop by
    - For disbursements

Correspondence
- Compose letters and requests
- Fax letters or requests
- Scan incoming letters into file, distribute to attorney

Filing
- Scan and file incoming documents into case files (FC and physical)
    - Pleadings
    - Discovery
    - Correspondence
    - Medical records
    - Evidence

Court Filing
- Make copies of pleadings
- E-file and e-serve court pleadings
- E-file pleadings in plf client file
- Create and update pleading index

Litigation
- Draft pleadings and discovery for lawsuits
- Send summons, complaint & discovery to defendants
- Serve service of process packets via mail, if possible
- Draft other pleadings
- Draft and serve subpoenas
- Compose discovery responses
- Compose discovery requests
- Pull exhibits
- Create motion/mediation/exhibit binders
- Be familiar with whole file

- Post Needles note to attorney when tasks are completed (i.e., noticing a deposition, calendaring scheduling order deadlines, etc.)

Communicate With Client
- Speak to clients, give case updates
- Send copies of documents for clients or update them on their case

Investigation
- Westlaw
- Online searches, etc.

Calendar
- Calendar all case items and reminders, if necessary
- Post hearings
- Post litigation deadlines
- Make appointments
- Arrange depositions, mediations, etc.
- Remind attorneys of calendared items coming up several days in advance

Data Entry
- Post case and provider information into Needles
- Update Needles file (i.e., new judge, change in contact info, etc.) as needed

Copying
- Correspondence
- Pleadings
- Discovery
- Exhibits
- Etc.

Fill In: File Manager; Medical Records Manager; Reception