

# Position Descriptions

## PARALEGAL ASSISTANT

### MISSION STATEMENT

To work together with the paralegals as a team to provide the attorneys and 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.)

- Complete all checklist items in a timely fashion.
- Complete all paralegal requests accurately and promptly.
- Posting all case information, and litigation information, accurately in Needles.
- Proportionately contribute to overall client satisfaction and firm revenue goals.
- Achieve 95% positive reviews.

### DUTIES / RESPONSIBILITIES

#### General

- Send out routine letters of representation to insurance carriers within one business day of the file being opened
- Send out client welcome letters within five business days of the file being opened.
- Client follow up calls, as directed by paralegal.
- Compiling attachments for demand letters (on disc or multiple online portal uploads) and noting dates in case tab and insurance tabs.
- Making follow up calls to insurance carriers to confirm receipt of demand letters.
- Compiling exhibits/attachments to mediation statements, printing with an index and organizing in notebooks for the mediator and for the assigned paralegal and attorney.
- Compiling exhibits and printing with the index for arbitration notebook for defense counsel and one for the assigned attorney.
- Creating hearing notebooks for the attorneys which contain:
  - Motion
  - Response
  - Reply
  - Notice of Hearing
  - Any relevant case law/research/evidence
  - Research as directed by paralegal, which may include
- Westlaw (PeopleMap), nmcourts.gov, Facebook, Twitter and other online research tools for background info
- Property address search

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- License info and research
- Google maps of relevant sites
- Interaction with various public agencies for IPRA requests, reports or other data needed.

## **Court Filing**

- E-file and e-serve court pleadings or discovery

## **Fill In: Document Manager; Receptionist**