

## JOB DESCRIPTION

**Position Title: Legal Field Representative**

**Job Code:**

**FLSA Status: Non-Exempt**

### POSITION PURPOSE

The Legal Field Representative is responsible for collecting details about an accident or legal incident related to a claim by interviewing the claimant and any available witnesses. This person will also gather physical evidence from an accident scene or site of the legal occurrence. If vehicles are involved, this person will be responsible for investigating the site and completing the appropriate reports to ensure all applicable data is gathered and reported to the assigned attorney.

### RESPONSIBILITIES AND TASKS

- Taking pictures of ID, Medical Paperwork, and Insurance documents on the scene of events.
- Completing the necessary reports as assigned related to legal matter and occurrences.
- Collecting signatures from the Parties involved in legal matters.
- Daily submissions of updates regarding work performance on each case.
- Maintains a sufficient level of client appreciation and service.

### COMPETENCIES

<b>Accountability</b>	Taking ownership for responsibilities and commitments, and their outcomes.
<b>Business Acumen</b>	Understanding the context, needs, and key factors associated with achieving business goals and objectives.
<b>Change Agility</b>	Effectively anticipating, preparing for, facilitating, leading, and supporting sustainable positive change.
<b>Collaboration</b>	Contributing and capitalizing on the talents of diverse stakeholders to achieve common goals while respecting individual needs.
<b>Communication</b>	Conveying, understanding, acknowledging and incorporating information, news, ideas and feelings, using a variety of methods.
<b>Leadership</b>	Engaging relevant parties, building a compelling vision of desired outcomes, generating energy and enthusiasm, and empowering others to take action by removing obstacles and building accountability.
<b>Personal Growth &amp; Development</b>	Devoting time and energy to expand knowledge, skills, and abilities; and seeking new experiences or career opportunities.
<b>Quality &amp; Customer Satisfaction</b>	Committing oneself to maintain a high standard of excellence while also meeting or exceeding customer expectations.
<b>Talent Management</b>	Attracting, engaging, retaining, and developing high-performing individuals and teams to meet current and future business needs.
<b>Job/Technical Proficiency</b>	Demonstrating the appropriate breadth and depth of knowledge and skill specific to one's profession, function or job discipline.

### POSITION REQUIREMENTS

**License or Certification:**

- Valid driver's license as required by the state.

**Minimum Qualifications:**

- High school education/diploma or equivalent preferred.
- Minimum auto insurance in the amount of \$25,000 each person/\$50,000 each accident for bodily injury/\$10,000 property damage.

**Machines, Equipment Used:**

- General office equipment such as computer/laptop, telephone, copy/fax machine, calculator, scanner, etc.
- Microsoft Office software, to include Outlook, Word, and Excel.

**Physical Requirements:**

- Visual acuity, speech recognition, speech clarity.
- Ability to lift, lower, push, pull, and retrieve objects weighing a minimum of 15 pounds. Reasonable assistance may be requested when lifting, pushing, and/or pulling exceeds these minimum requirements.

**Skills and Abilities:**

- Oral communication, written communication, fluency in English, active listening.

- Information ordering, deductive reasoning, social perceptiveness, time management, critical thinking.
- Ability to coordinate, analyze, observe, make decisions, and meet deadlines in a detail-oriented manner.
- Ability to work independently without continuous supervision.

**Environmental Conditions:**

- Indoor, temperature controlled, smoke-free environment.
- Handicapped accessible.
- May work under stressful circumstances at times.

**Proficiency or Productivity Standards:**

- Has regular, reliable, and predictable attendance and punctuality.
  - Adheres to dress code including wearing ID badge.
  - Adheres to Standards of Business Conduct.
  - May be required to work weekdays and/or weekends, evenings and/or night shifts if needed to meet deadlines.
  - May be required to work on religious and/or legal holidays on scheduled days/shifts.
  - May be required to perform other duties as assigned by supervisor.
  - This position will support cultural diversity by promoting and maintaining an inclusive work environment and culture that is respectful and accepting of diversity.
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All job descriptions approvals and performance evaluations are conducted electronically. Under extenuating circumstances, paper templates can be requested from Human Resources or a member of leadership within the firm.