



POSITION TITLE:

Customer Service Representative

General Description:

Paralegal I: Provides support to attorneys. Under the direction of an attorney, resolves routine legal issues. Researches and analyzes law sources such as statutes, recorded judicial decisions, legal articles, treaties, constitutions, and legal codes to prepare legal documents, such as briefs, pleadings, appeals, wills, contracts, etc. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job.

Paralegal II: Provides support to attorneys. Under the direction of an attorney, resolves routine legal issues. Researches and analyzes law sources such as statutes, recorded judicial decisions, legal articles, treaties, constitutions, and legal codes to prepare legal documents, such as briefs, pleadings, appeals, wills, contracts, etc. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks.

Paralegal III: Provides support to attorneys. Under the direction of an attorney, resolves routine legal issues. Researches and analyzes law sources such as statutes, recorded judicial decisions, legal articles, treaties, constitutions, and legal codes to prepare legal documents, such as briefs, pleadings, appeals, wills, contracts, etc. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected.

Paralegal IV: Provides support to attorneys. Under the direction of an attorney, resolves routine legal issues. Researches and analyzes law sources such as statutes, recorded judicial decisions, legal articles, treaties, constitutions, and legal codes to prepare legal documents, such as briefs, pleadings, appeals, wills, contracts, etc. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected.

The duties of the paralegal differ widely based on the type of organization in which they are employed, their education and experience.

Skills/Duties:

- Proficient computer and internet skills

- Gathers and analyzes research data such as statutes, decisions and legal articles, codes and documents
- Prepares/drafts legal documents including briefs, pleadings, appeals, wills, contracts and real estate closing statements
- Prepares affidavits or other documents, maintains document file, and files pleadings with court clerk
- Identify appropriate laws, judicial decisions, legal articles and other materials that are relevant to assigned cases
- Obtain affidavits and assist attorneys during trials
- Organize and track files of all important case documents and make them available and easily accessible to attorneys

Requirements:

Paralegal I: May require an associate's degree or its equivalent and 0-2 years of experience in the field or in a related area.

Paralegal II: May require an associate's degree or its equivalent and 2-5 years of experience in the field or in a related area.

Paralegal III: May require a bachelor's degree and 5-8 years of experience in the field or in a related area.

Paralegal IV: May require a bachelor's degree and at least 8 years of experience in the field or in a related area.

Reporting Relationship:

Paralegal I: Works under immediate supervision; typically reports to an attorney.

Paralegal II: Works under general supervision. Typically reports to an attorney.

Paralegal III: Typically reports to an attorney.

Paralegal IV: Typically reports to an attorney

I have read the description of my professional responsibilities as an employee of GSN and agree to adhere to the standards described above.

Signature

Date