

Date: 7/27/2022
Job Title: Applicant Licensing Services Specialist
FLSA: Non-Exempt
Reports to: Character & Fitness Program Director

General Summary:

An Applicant Licensing Services Specialist is the initial contact for applicants inquiring about, and applying for, both the character and fitness investigation and the Michigan Bar exam. Primary function is to manage and process confidential applications and supplemental materials for the character and fitness investigation, review application for completeness, and field inquiries regarding deadlines, submission of materials, and general questions about the process.

Principal Responsibilities:

- Manage and process character and fitness applications and supplemental materials used in the Character and Fitness investigation process
- Monitor receipt of application submissions and fees; track and provide reminders regarding receipt of waiver and release
- Research problems related to previous and current bar applications
- Open, date-stamp, scan, and distribute all incoming mail and prepare outgoing mail.
- Download and import new file information, review and cross-reference applicant background information, review and enter receipt of applicant responses and third-party information, and update existing files within database software
- Provide repository forms and instructions promptly
- Review third party processing information and correspond with applicants when the information is insufficient or defective, flag for investigators if adverse information is discovered
- Track applicant files for completeness, generate notices as necessary, and notify supervisor when files are ready for approval or other action
- Cull electronic files under record retention protocol; monitor paper files for timely destruction
- Generate form letters to applicants to seek and/or request necessary information required for the application under established deadlines
- Respond in appropriate and timely manner to all inquiries and questions from bar applicants using excellent customer service skills in both written and verbal communications
- Ensure that applicant materials are maintained in a confidential manner under department protocols
- Process and track applications for *Pro Hac Vice* admission; promptly respond to e-mail and phone inquiries and provide assistance when needed
- Maintain complete confidentiality
- Other duties as assigned

Minimum Position Guidelines (Education, Experience, Knowledge Skills, and Abilities):

- High school diploma or equivalent required
- One to three year’s work experience with demonstrable responsibilities in a deadline driven environment, emphasizing attention to detail and ability to process voluminous materials
- Ability to competently use a computer and application software, as needed.
- iMIS experience preferred
- Demonstrated competencies in using technology, including Microsoft Office applications, database management applications, e-mail, and a multi-line phone system
- Ability and willingness to learn and adapt to new technology and system processes, as needed
- Ability to communicate effectively and positively with applicants
- Ability to understand and maintain confidential information
- Ability to meet deadlines
- Excellent interpersonal skills, including verbal communication, non-verbal communication, listening, questioning, manners, analytical and problem solving, social awareness, self-management, responsibility and accountability, and assertiveness
- Ability to multi-task
- Call center experience helpful
- Ability to meet department standards regarding job knowledge, quality, quantity, efficiency, attention to detail, initiative, teamwork, customer service, and overall performance

Note: The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with this job. This job description is not an employment contract and SBM reserves the right to change this description at any time. The State Bar of Michigan embraces a culture within its workplace as well as in leadership and governance processes that is open to and respects differing views and perspectives. The State Bar of Michigan is an equal opportunity employer.

Incumbent Signature

Date

Manager’s Signature

Date