

Are you looking for a challenging role within a public service organization that provides competitive compensation, an excellent benefits package, a hybrid work environment, and career growth opportunities? If so, the Illinois Supreme Court's Attorney Registration and Disciplinary Commission (ARDC) may be the place for you.

It is the mission of the ARDC to promote and protect the integrity of the legal profession, at the direction of the Supreme Court, by registering lawyers, conducting and producing education and outreach programs, investigating complaints of attorney misconduct and unauthorized practice of law, prosecuting lawyer disciplinary and unauthorized practice of law proceedings, and advocating for remedial action for victims of lawyer misconduct.

ROLE SUMMARY

The Intake Group Manager is responsible for the leadership, supervision, and day-to-day management of an Intake division group, consisting of three to five lawyers and paralegals, investigator, and administrative support staff. This individual will ensure that complaints and reports of lawyer misconduct are thoroughly and expeditiously reviewed, analyzed, and processed in accordance with established rules and procedures and provide legal and strategic guidance to Group members to ensure fairness, consistency and excellence in the ARDC's review, investigation and resolution of complaints about lawyers. This role is central to the ARDC's purpose of protecting the public and its mission to preserve and advance the integrity of the legal profession.

KEY RESPONSIBILITIES

Processing of Complaints Alleging Attorney Misconduct

- Review and analyze incoming complaints and reports involving the conduct and fitness of lawyers who practice in Illinois to determine whether investigation is warranted
- Conduct investigations into complaints and reports alleging lawyer misconduct
- Facilitate the resolution of disputes and misunderstandings between complainants and respondent attorneys
- Review and analyze investigative materials, including complaints, responses, witness statements, case files, court records, and financial records
- Prepare investigation summaries, concluding correspondence and referral memoranda upon closure or referral of investigations

Supervision and Team Leadership

- Oversee day-to-day operations of an Intake Group, ensuring Intake Counsel screen, investigate, and resolve complaints promptly, appropriately and with professionalism
- Assign and prioritize cases while balancing compliance oversight, supportive engagement, and opportunities for staff development
- Train, mentor, and guide Group members to promote the development of skills and competencies, and ensure fairness, consistency and excellence in the handling and disposition of complaints
- Develop, implement, and refine efficient procedures and workflows to support timely and effective case management
- Review and approve Intake Counsel recommendations for the disposition of individual investigations
- Implement and maintain quality assurance measures, including audits of case files and reviews of staff interactions with complainants, respondents, and other stakeholders
- Collaborate with the ARDC's Litigation Group Managers to ensure seamless transfer of Intake investigations referred to Litigation for further proceedings
- Foster a team culture of empathy, accountability, and innovation, encouraging staff to contribute ideas for workflow and program enhancements

Data Management and Reporting

- Ensure accurate, complete, and timely data entry of case-related information into the ARDC's case management system
- Prepare and present reports, metrics, and analyses as required
- Identify and analyze trends in complaints, reporting systemic issues that may impact the legal profession or legal consumers and suggest areas for policy modifications or educational initiatives

Policy and Process Development

- Assist in developing, refining, and implementing Intake policies and procedures to promote consistency, fairness, efficiency, and best practices
- Monitor and enforce benchmarks for timeliness, accuracy, and compliance in complaint handling
- Contribute to modernization initiatives, including improvements to digital platforms, case management tools, and public-facing resources

QUALIFICATIONS AND DESIRED SKILLS

- J.D. degree from an ABA - accredited law school and an active member of the bar in good standing
- Active Illinois bar license (or eligibility to obtain admission promptly)
- Minimum of 10 years of experience in the practice of law, five of those years in professional regulation
- Previous supervisory or team management experience required
- Strong legal research, analytical, problem-solving, and writing skills
- Excellent communication and interpersonal skills, with the ability to interact with diverse groups of people
- Highly organized with strong attention to detail, and excellent project and time management skills
- Proven ability to independently manage a high volume and varied workload while maintaining a service-oriented attitude
- Commitment to ARDC's mission and values

The ARDC is committed to a culture of inclusion. We offer a hybrid schedule, a congenial work atmosphere, and an excellent benefits detailed in the following link: [ARDC Benefits](#). Salary will be determined based on the candidate's experience and qualifications, with a targeted salary range of \$136,000 to \$170,000.

Interested parties should send a letter and resume to employment@iardc.org.

The ARDC is committed to working with and providing reasonable accommodations to individuals with disabilities. If you need a reasonable accommodation because of a disability for any part of the employment process, please send an e-mail to employment@iardc.org to let us know the nature of your request and your contact information.