



## *Dominic O'neal*

We are extremely proud to have Dominick O'neal as our February Staff Spotlight!! Dominick has been with LAS since August 2019. He was hired as a Legal Secretary for the Oak Ridge office. He was a super quick learner and took little time to familiarize himself with office procedures, software and job duties. He actively seeks ways to help and support his co-workers that are above and beyond his job description and job duties. For example, pre-Covid, he volunteered to review and update case statuses for staff attorneys who needed that assistance.

LAS began remote work after Dominick had been with us for approximately 7 months. During the transition to remote work, there were significant technology hurdles that Dominick helped our office overcome. Dominick volunteered to help make the existing phone system work as well as possible until Operations obtained a grant to purchase new phone systems. When we got the new phone system, he continues to serve as a resource for setting up and re-programming voicemails and other features.

He also meets with each volunteer and clerk (incoming and departing) and new staff members to exchange, customize and update laptops. He assists Operations with phone technology necessary for the phone-in legal clinics. He coordinated purchase of computer cords and other adaptations to streamline staff use of laptops both at home and in the office. He trouble-shoots various computer and technology issues for staff as they arise. With Legal Files and the transition to paperless office, he developed the report for case-handlers to track case to-do's as our tickler system. He helped us implement a spreadsheet for remote work assignments during Covid ("the rack") and created a Sharepoint calendar.

When we transitioned to a new postage system, Dominick made sure we had the appropriate equipment, set up the program and showed support staff how to use it. He manages the recurring payment requests required for the postage system and trouble-shoots difficulties that occur. There are probably many more tasks that Dominick has taken on without attribution.

His technology support and willingness to step up to meet the staff needs for help beyond the demands of his Legal Secretary position are invaluable to the Oak Ridge office and Legal Aid Society Operations.