

Neighborhood Legal Services seeks to hire a Secretary/Intake Worker for the Family Defense Project!



Job Title: Secretary/Intake- FDP – Pittsburgh Office
Department – Intake
Reports to: Managing Attorney

JOB SUMMARY:

The Secretary/Intake position provides administrative and secretarial support in their assigned area or department. The secretary is accountable to provide operational and administrative support and conduct tasks and duties that include handling and receiving confidential information. The Secretary/Intake will be part of the Intake team, answering incoming calls from potential clients and redirect them to appropriate resources. The Secretary/Intake will provide helpful, friendly and efficient legal assistance to all clients. The conduct of this support person and the manner in which their duties are executed shall at all times be consistent with program policies as established by the NLS Board of Directors and the NLS Executive Director, including the obligation to maintain client confidentiality.

DUTIES/RESPONSIBILITIES:

- Ensure that client files are properly opened and documented, including attestations into client files.
- Computer word processing/keyboarding; proofreading; electronic or manual filing of files, legal pleadings, letters, and other documents.
- Make and receive telephone calls and schedule appointments and meetings.
- Open, distribute, and send mail/emails.
- Provide intake activities as required or assigned.
- Take telephone messages for staff or answer inquires in their absence.
- Make and monitor referrals to other appropriate agencies, organizations or other partners.
- Maintain office supplies and adequate copies of resource materials/brochures.
- Ensure that responses to all messages, by telephone or via online intake, are timely preferable within 24 hours.
- Scan and/or duplicate materials brought in by clients.
- Perform all duties in a courteous manner and with attention to detail.
- Perform other tasks/duties as needed and as directed by the Managing Attorney.

REQUIRED SKILLS/ABILITIES:

- Excellent Computer/Keyboarding skills, including strong proficiency with Microsoft Office Suite, Outlook and/or related software
- Experience with legal correspondence and publication software a plus
- Excellent verbal, written, and interpersonal communication skills.

- Excellent client service skills, including the ability to manage difficult callers and clients
- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Strong analytical and problem-solving skills.
- Ability to prioritize tasks and to delegate them when appropriate.
- Ability to function well in a high-paced and at times stressful environment.
- Prior non-profit and or legal experience preferred

EDUCATION AND EXPERIENCE:

- High School Education or GED.
- Two years relevant experience preferred,

PHYSICAL REQUIREMENTS:

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.

NEIGHBORHOOD LEGAL SERVICES BENEFITS INCLUDE:

- *NLS 100% paid healthcare through Highmark that includes prescription and dental coverage*
- *NLS 100% paid Life/ADD, Long-term Disability, Short-term Disability Insurance*
- *NLS paid Health Reimbursement Account (HRA)*
- *Contributions to a 403b and/or Roth 403b after one-year of service (optional)*
- *Options that you may choose to purchase or contribute to include:*
 - *Vision Insurance*
 - *FSA – Medical Account*
 - *FSA - Dependent Care Account*
 - *Qualified Transportation Election*
- *Paid Time Off: (pro-rated first year)*
 - *15 vacation days*
 - *14 sick days*
 - *3 Personal Days*
 - *15 Holidays*

Neighborhood Legal Services is an Equal Opportunity Employer