

Neighborhood Legal Services seeks to hire a full-time on-site

Receptionist in our Pittsburgh Office at 928 Penn Ave. Through its services and programming Neighborhood Legal embraces the opportunity to provide social justice to the underserved and the marginalized. Join us in delivering our resources and services as a member of our team. We offer a comprehensive compensation package with 100% medical and dental costs and a robust paid time off policy.

Please send a letter of interest and resume to: hr@nlsa.us

Job Title: Receptionist- Pittsburgh

Reports to: Managing Attorney

JOB SUMMARY:

The receptionist is the first physical point of contact for our organization, the receptionist greets and assist clients that enter our office in a friendly, helpful and efficient manner. The receptionist prepares files for clients, notifies the attorneys of client appointments, assists walk-ins with triage or/and determining if they need to see an attorney immediately. The conduct of the receptionist and the manner in which his/her 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.

This position is full-time, on-site, at 928 Penn Ave; Pittsburgh, PA 15222.

DUTIES/RESPONSIBILITIES:

- Greet all people coming into the Neighborhood Legal Services Office.
- Preparing files as necessary.
- Ensuring that all clients coming into the building sign an attestation and scanning it into the clients file.
- Assisting walk-ins with triage as necessary.
- Make referrals to outside organizations as needed.
- Receiving, sorting and delivering all mail.
- Maintaining the reception areas and interview rooms, ensuring they are in good order and sanitized between each use. This includes ensuring that the interview rooms have their necessary client forms and that the client brochure rack materials are neatly stocked.
- Scanning and/or duplicating materials brought in by clients.
- Perform all duties in a courteous manner and with attention to detail.
- Making sure all faxes are correctly distributed.
- Entering prescreen calls in a timely manner.
- Assist intake department with calls and mailing out Materials to clients.
- Performing other tasks as needed and as directed by the appropriate supervisory personnel (tasks may vary from office to office);

REQUIRED SKILLS/ABILITIES:

- Strong Interpersonal skills
- Excellent customer-service skills and aptitude
- Strong verbal and written communication skills with proficiency in spelling, punctuation, and grammar
- Strong attention to detail
- Ability to maintain confidentiality
- Demonstrate Initiative and reliability
- Excellent Computer literacy skills
- Excellent time management skills with a proven ability to meet deadlines.
- Excellent telephone skills, including the ability to deal with and handle difficult callers;
- Strong analytical and problem-solving skills.
- Ability to prioritize tasks with strong planning and organizational skills
- Ability to function well in a high-paced and at times stressful environment.
- Proficient with Microsoft Office Suite or related software.
- Willingness to become a Notary

EDUCATION AND EXPERIENCE:

- High School Education
- Strong computer/keyboarding skills, including proficiency in Word, Microsoft Outlook, SharePoint, and Excel;
- Prior customer service experience is preferred;
- Proven experience of producing correspondence and documents
- Proven experience in managing information and communication

PHYSICAL REQUIREMENTS:

- There are times of 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
- 16 Holidays

3-2021