

SECRETARY

Job Title: Secretary

Reports to: Managing Attorney - Intake



Job Summary:

The secretary 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 will be part of the Intake team, answering incoming calls from potential clients and redirect them to appropriate resources. S/He will provide helpful, friendly and efficient assistance to all clients seeking legal assistance at all times. 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.
- Back up to the Office Receptionist as the schedule requires.
- Act as receptionist or intake worker 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 Pro Bono partners;
- Maintain office supplies and adequate copies of resource materials/brochures
- Maintain the reception area. This includes ensuring that the interview rooms have the necessary client forms and that the client brochure rack materials in the office are neatly stocked.
- Ensure that all messages, by telephone or via online intake, are responded to on a daily basis
- Scan and/or duplicate materials brought in by clients.
- Read Legal Journals and notify attorneys of scheduled hearings.
- Perform all duties in a courteous manner and with attention to detail.
- Perform other tasks as needed and as directed by the appropriate supervisory personnel (tasks may vary from office to office).
- Other duties as assigned by the Managing Attorney for Intake.

Required Skills/Abilities:

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

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
 - 16 Holidays

Neighborhood Legal Services is an Equal Opportunity Employer