

POSITION DESCRIPTION

Job Title:	Receptionist/Intake Screener/ Legal Secretary
FLSA Classification:	Non-Exempt
Reports To:	Project Group Director, Attorneys
Supervises:	None
Working Relationships:	Office Staff, Clients, Guests

Position Summary:

I. DUTIES AND RESPONSIBILITIES

A. Purpose of Position:

A Receptionist/Intake Screener is the first point of contact for potential clients. A Receptionist/Intake Screener must be professional, respectful and compassionate in obtaining basic information about the applicant and their legal problem quickly and efficiently to determine if applicant is eligible. A Receptionist/Intake Screener must provide high-quality information, screening of potential clients, meaningful referrals and scheduling of appointments.

A legal secretary is to perform comprehensive secretarial functions in a legal office to support the legal work of the advocates and the administrative needs of the office.

B. Specific Duties and Responsibilities:

- Maintains Compliance Information for Audit by Fund Sources.
- Attends and records minutes of all office staff meetings.
- Prepares monthly Manager's Reports.
- Litigation Support: Provides legal secretarial support to assigned advocates. Prepare case pleadings and case correspondence; contact clients, agencies and others; prepare legal forms; mail legal documents; arrange for service of process, schedule clients and other appointments; and performs other assigned legal secretarial duties.
- General Secretarial Duties: Prepare correspondence and other documents, typing, photocopying, translating, setting appointments and meeting and interviewing clients to obtain case information as directed. Provides back-up support for the Intake/ Receptionist: receives and greets visitors; answers the telephone and re-directs calls and takes messages; provides general referrals to other agencies and organizations and open, stamp and distribute mail to staff.
- Screens Applicants for Client Eligibility by Telephone: Interview potential clients by telephone to determine eligibility. Enters data into the Case Management System.

- Cash Receipts Custodian: Maintains the cash receipts log including client donations.
- Maintains Branch Office Forms Files: Responsible for keeping the office's filing cabinets adequately stocked with current program administrative and legal forms.
- Supplies, Storage Room and Postage Meter:
 - a. Checks supplies on hand, prepares office supply orders quarterly and tracking receipt of ordered supplies.
 - b. Maintains the branch office storage room in a neat and orderly condition.
 - c. Checks the Postage Meter for sufficiency of postage and notifies the Bookkeeper when the meter is down to two weeks or about \$300.00.
- Private Attorney Involvement (PAI) Activities as instructed.
- Other Duties as Assigned: Other related duties may be assigned or required by the Practice Group Director, Attorney, Paralegals.

C. EDUCATION/ EXPERIENCE REQUIREMENTS:

- College graduate or equivalent preferred. Secretarial course work beyond high school preferred.
- Prior customer service experience.
- Fluency in the Spanish language: speaking, reading and writing.
- Strong communication skills, excellent writing, research, organizational skills, self-motivated and able to multitask.
- A minimum of one year of office experience. Typing accuracy of 50 wpm. Perform multiple tasks simultaneously.
- Access to highspeed internet connection for remote work.
- Ability to keep up with high number of files with attention to detail.
- Experience working on a case managing system, prefer but not require.
- Computer literate with an ability to use a variety of software programs, including Microsoft applications, e.g. Teams, Word, Outlook, Excel, etc.
- Ability to operate standard office equipment, e.g. copiers, faxes, telephone equipment, etc.
- Ability to work with minimal supervision.

INLAND COUNTIES LEGAL SERVICES IS AN
 EQUAL OPPORTUNITY EMPLOYER
 WOMEN, MINORITIES AND PERSONS WITH DISABILITIES ARE ENCOURAGED TO
 APPLY