

**CLIENT SERVICES/INTAKE  
Job Announcement**

**Client Services/Intake Staff – Full Time**

**BACKGROUND:** The Minneapolis office of Mid-Minnesota Legal Aid (Legal Aid) seeks a Client Services/Intake staff member. This position is located at Legal Aid's office in downtown Minneapolis. Legal Aid provides legal representation in civil matters to clients with low incomes, people with disabilities, and seniors - supported by funding from the State of Minnesota, the federal government, local governments, the United Way, foundations, local law firms and corporations, etc. Legal Aid enjoys a good rapport with, and strong support from, the organized bar. Legal Aid does not receive funds from the Legal Services Corporation.

**RESPONSIBILITIES:** This person will be part of the Client Services team. Responsibilities include conducting initial client intakes (determining eligibility, interviewing potential client to collect facts in the case, writing a summary of the interview, and entering information into a case management database); answering the main switchboard and directing callers to staff and making referrals; processing office files by updating information in a database; creating and sending form letters; greeting and assisting visitors to the office; interpreting (assuming multi language fluency); and performing other tasks as needed, such as library filing.

**QUALIFICATIONS:** Applicants must have excellent written and oral communication skills; proficiency in word processing; experience with computers and e-mail; the ability to relate to the client community; and self-motivation. Legal training, knowledge of community resources, experience with case management software, experience with diverse populations are all preferred, but not required. Fluency in a language other than English is also preferred, particularly Somali, Arabic, Oromo, and Spanish. The ability to multi-task and work well under pressure is important.

**HOURS/SALARY:** Starting salary for the position is \$30,066 to \$35,224 D.O.E. Benefits include vacation, sick leave, family medical, life, and short-term and long-term disability insurance.

**DEADLINE:** Applications due by Monday, November 5, 2018. Late applications may be accepted until position is filled.

**APPLICATIONS:** Cover letter, resume, and writing sample should be submitted online at: [www.mylegalaid.org/employment](http://www.mylegalaid.org/employment).

**No calls please.**

Legal Aid is an equal opportunity/affirmative action employer.