

**CLIENT SERVICES/INTAKE STAFF
JOB ANNOUNCEMENT
For Posting Only**

BACKGROUND: The Minneapolis office of Mid-Minnesota Legal Aid (Legal Aid) seeks a full-time Client Services/Intake staff member. This position is located at Legal Aid's office in downtown Minneapolis. Legal Aid provides legal representation to clients with low incomes, 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 front desk staff. Responsibilities include: conducting initial client intakes (determining eligibility, interviewing 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 and translation (assuming second language fluency); and performing other tasks as needed, such as library filing.

QUALIFICATIONS: Applicants must have: excellent written and oral communication skills; word processing skills; experience with computers and e-mail; the ability to relate to the client community; and be self-motivated. Legal training, knowledge of community resources, experience with case management software, experience with diverse populations are helpful. Fluency in a second language is a plus, specifically Somali, Arabic, Oromo, Spanish. The abilities of being able to multi-task and work well under pressure are important.

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

DEADLINE: Applications due by Wednesday, December 20, 2017. Late applications may be accepted until position is filled.

APPLICATIONS: Cover letter and resume should be submitted online at:
www.mylegalaid.org/employment.

No calls please.

Legal Aid is an equal opportunity/affirmative action employer.