Office Support Secretary/Client Services-Intake
Job Announcement – For Posting Only

Office Support Secretary/Client Services-Intake Staff – Full-Time or Half-Time

BACKGROUND: The downtown Minneapolis office of Mid-Minnesota Legal Aid (Legal Aid) seeks an Office Support Secretary/Client Services-Intake staff member(s). This position could be full-time (performing the duties of both the Office Support Secretary and the Client Services-Intake positions) or two separate half-time positions. Legal Aid provides legal representation in civil matters to families and individuals with low incomes, people with disabilities, and seniors - supported by funding from the State of Minnesota, the federal government, local governments, 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 a half-time secretary and half-time member of the Intake staff (or two separate positions). Secretarial responsibilities include generating documents utilizing word processing, spreadsheet, and database software; organizing and maintaining files; general filing, copying, scanning, sorting, and distributing incoming mail; posting outgoing mail; internet research; data entry; proofreading; providing back-up to others on the support staff team; and other duties as assigned.

Our Intake staff are often the first point of contact clients have with Legal Aid and use a person-centered approach in screening and discussing the client’s situation. Intake staff 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/translation (assuming second language fluency); and performing other tasks as needed, such as library filing.

QUALIFICATIONS: Required qualifications for both positions include excellent written and oral communication skills, word processing skills, knowledge of Word and Outlook, strong attention to detail, ability to juggle multiple tasks, typing skills of at least 65+ wpm, and ability to learn new technologies, software systems, and processes as they are deployed.

Required qualifications for the secretarial duties include ability to juggle multiple tasks/deadlines and switch focus quickly as needed. Knowledge of Excel preferred.

Required qualifications for the intake duties include: the ability to relate to the client community, be self-motivated, and work well under pressure. Fluency in a language other than English, particularly Somali or Spanish, is preferred. Legal training, knowledge of community resources, experience with case management software, and experience with diverse populations are pluses.

HOURS/SALARY: Full-time starting salary for the position is $30,576 to $35,496 D.O.E. The salary for the half-time positions is half the amount. Benefits include vacation, sick leave, family medical, life, and short-term and long-term disability insurance. If you are seeking one of the half-time positions, the Office Support Secretary half-time position will be afternoon hours and the Client Services-Intake half-time position will be morning hours.

DEADLINE: Applications due by Monday, April 22, 2019. Late applications may be accepted until position is filled.

APPLICATIONS: Submit resume and a cover letter online at: www.mylegalaid.org/employment. Please indicate in your cover letter whether you are interested in the combined full-time position or one or both of the half-time positions. No calls please.

Legal Aid is an equal opportunity/affirmative action employer.