

Intake Specialist BUFFALO, NY OFFICE



The Erie County Bar Association Volunteer Lawyers Project (VLP) is seeking one full-time Intake Specialists. VLP is a mixed model civil legal services program that coordinates services by pro bono attorneys and provides direct representation by our staff. We have two offices, one in Buffalo, NY and the other in Batavia, NY. This position works out of the Buffalo office.

This position will work out of our Buffalo, NY office with the ability to work a hybrid remote/in-office schedule after the successful completion of the 3-month introductory period. Office culture values work/life balance with reasonable working hours and discourages weekend work. Generous PTO and benefits.

Duties/Responsibilities:

Client Intake and Support

- Serve as the first point of contact for clients seeking legal assistance from VLP's Buffalo office
- Correspond with potential clients using various methods including phone, email, letters, and text messaging
- Conduct client intakes for various VLP programs by utilizing the Legal Server case management system
- Open and organize files
- Issue spot during client intakes to provide appropriate internal referrals to potential VLP clients
- Answer live incoming calls in a professional manner and forward/refer as appropriate
- Assist potential clients that come to the office seeking assistance without an appointment
- Greet clients that present with an appointment and direct to appropriate staff member
- Conduct client callbacks to make external referrals for ineligible clients
- Mail intake paperwork to prospective clients

Administrative

- Record office voicemails in case management system in a timely manner
- Send/Receive/Log all volunteer attorney case updates
- Process incoming and outgoing mail
- Process incoming checks and money orders
- Deliver bank deposits
- Organize and destroy files as directed
- Assist with sending out bulk mailings and fundraising efforts
- Participate in community outreach and tabling events
- Provide backup coverage for paralegals
- Other duties may be assigned as needed

Requirements/Skills - Required:

- No formal education or training is required.

- The right candidate will be passionate about helping a diverse population of people in need of legal services and will have a respectful, approachable, and kind personality
- Ability to work independently while also taking direction and operating as part of a team
- The ability to juggle many tasks efficiently and effectively

VLP is a paperless office; candidates must be proficient with computers and technology, including Microsoft 365, SharePoint, and electronic case management systems (LegalServer)

Requirements/Skills - Preferred:

- Fluent in Spanish (spoken and written)
- Experience using case management systems

Salary/Benefits:

- **Salary** range is \$38,500 to \$43,000 based on years of relevant work experience
- **Employer paid benefits** including fully paid health insurance premiums, a Health Reimbursement Arrangement account, long-term disability insurance, life/AD&D insurance, Pension contributions, and an Employee Assistance Program
- Other Benefits available through pre-tax employee contributions: Dental insurance, FSA, Dependent Care FSA, transportation account, 403b plan
- Eligibility for public service loan forgiveness
- A respectful work environment with a true **Work/Life balance:**
 - o 14 paid holidays
 - o Accrue 11 vacation days and 2 personal days in year 1
 - o Accrue 15 vacation days and 4 personal days in year 2 (vacation caps at 23 days starting in year 6)
 - o Accrue 10 sick days each year
 - o flexible schedules
 - o ability to work remotely up to 2 days per week (after the successful completion of the 3-month introductory period)
 - o discourages weekend work, encourages utilizing PTO
 - o dedication to diversity and inclusion

TO APPLY: Please send a resume with a cover letter clearly explaining your interest and qualifications. Include contact information for 3 references and send your materials to: Stephanie Thurston sthurston@ecbavlp.com. **Applications will be accepted on a rolling basis until the position is filled.**

VLP is an equal opportunity employer and welcomes all to apply. Employer recruits without regard to age, race, color, creed, religion, national origin, immigration or citizenship status, pregnancy-related condition, predisposing genetic characteristics, sex, gender identity or expression, sexual orientation, marital and familial status, domestic violence victim status, disability, military status, or protected veteran status.

For information on VLP, see www.ecbavlp.com

For job description, [click here](#)