

Receptionist
Batavia, NY Office

The Erie County Bar Association Volunteer Lawyers Project (VLP) is seeking 1 full-time *Spanish* speaking Receptionist for our law office in Batavia, NY. This office handles work under the Office of New Americans (ONA) State contract at the Buffalo Federal Detention Facility in Batavia. This is a public defender model program where we represent all detained people that are facing deportation and are not otherwise represented.



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. Office culture values work/life balance with reasonable working hours and discourages weekend work. Generous PTO and benefits.

Duties/Responsibilities:

- Open, stamp, scan, and process and distribute mail
- Check general voicemail boxes and log incoming calls in Legal Server
- Distribute faxes
- Answer incoming calls and forward/refer as appropriate
- Answer detainee line along with checking voicemails, open prescreens and distributing them
- Creating intake list and prescreens/ coordinate intakes
- Client callbacks to make referrals for ineligible clients
- Call attorneys as directed
- Ensure hallway, reception area, mail area, and printer areas are stocked and neat
- Keep staff meeting minutes
- Send/Receive/Log all volunteer attorney case updates
- Organize/file/destroy files as directed
- Post closing signs for staff meetings, holidays, etc.

Requirements/Skills - Required:

- Fluency in Spanish
- No formal education or training is required.
- A willingness to work independently while also taking direction and operating as part of a team
- Excellent verbal and written skills in Spanish and English
- Must be organized and capable of tracking work carefully for the purpose of grant and contract reporting requirements
- The ability to juggle many tasks efficiently and manage change
- The flexibility to handle other tasks as presented
- The desire to help a diverse population who are in desperate need of legal assistance. The right candidate will be passionate about helping these individuals and have a respectful and approachable personality

- VLP is a paperless office; candidates must be proficient with computers and technology, including Microsoft 365, SharePoint, and electronic case management systems
- Knowledge of basis office technology such as mailing, faxing, scanning, and copying

Requirements/Skills - Preferred:

- Prior experience working in an office setting.

Salary/Benefits:

- **Salary** ranges from \$43,500 to \$46,641 based on years of relevant work experience
- **Employer paid benefits** including 90% 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:**
 - 18 paid holidays including the days between December 24 and January 1
 - Accrue 11 vacation days and 2 personal days in year 1
 - Accrue 15 vacation days and 4 personal days in year 2 (vacation caps at 23 days starting in year 6)
 - Accrue 10 sick days each year flexible schedules
 - discourages weekend work, encourages utilizing PTO
 - 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, Office Manager 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 a job description, [click here](#)