

JOB POSTING: Full-Time Receptionist and Intake Specialist

The mission of the Volunteer Lawyers Project of CNY, Inc. (VLP) is to provide access to justice through engaging the legal community in volunteer service to those in need. As a non-profit legal aid organization, with the help of volunteers, we fill gaps and meet legal needs that other community agencies are unable to meet. VLPCNY's staff works closely with a panel of over 500 lawyers and hundreds of law students and paralegals to ensure that those who do not have the means to hire an attorney have access to justice and opportunity.

Position Description: Reporting to the Deputy Executive Director who oversees the Intake Team, VLPCNY seeks a full-time Receptionist and Intake Specialist who is highly motivated and organized with the ability to multi-task. Candidates possess strong computer and administrative skills. Looking for an energetic individual who likes to work as a team player.

The candidate must be a patient and caring professional. Reliability, professionalism, and confidentiality are crucial to this role. This position will also support various events and other administrative tasks that may arise.

Responsibilities include but are not limited to:

- Answering phones, including our general client intake telephone line
- In-person intake at community-based clinics as needed
- Handling walk-ins (both prospective and current clients)
- Receiving guests and clients to the office
- Data entry in a timely fashion with attention to detail
- Assisting with special events, including tabling and outreach when needed
- Assisting with organization and general maintenance in the office
- Maintaining client confidentiality and treat clients with dignity and respect, honoring their lived experiences and focusing on their strength when helping to find solutions to their problems
- Ability to work calmly and respectfully with people facing crises or significant problems.

Requirements

- Committed to VLPCNY's mission
- Eligible to work in the US
- Must have at least 2 years previous experience working in an office setting or strong background in customer service

Job Competencies :

- Have strong written and spoken English skills
- Have strong Computer Skills (especially in Microsoft Office Suite)
- Experience with case/client/customer management system
- Work well under pressure
- Be a fast learner and a people person
- Preferred fluency in another language that is commonly spoken in Central NY

Salary and Benefits:

Starting salary depends on factors such as experience and education -- \$35,000 to \$55,000 per year. VLPCNY offers an excellent benefits package including health insurance, 401K, and generous paid vacation, sick, personal days.

While many of VLPCNY's employees continue to work remotely, we expect this position to mainly be in-person in the office, as this person will be handling walk-in guests. However, there may be some opportunity for hybrid or work from home hours as needed. For the safety of our clients, community and staff, all VLP staff must be fully vaccinated for COVID-19.

To apply:

Please send your resume and a cover letter or email explaining your interest in the position to Sally Curran, Executive Director, at executivedirector@vlpcny.org.

VLP is an equal opportunity employer. VLP seeks to hire individuals from diverse backgrounds and with diverse experiences who are professional, collaborative, and creative thinkers with a passion for our mission.