



Client Services Specialist, *Full-Time* **October, 2021**

The Legal Aid Society is growing our staff to meet increased client demand. Our mission is to solve the serious legal problems of low-income people in our community, to promote economic and family stability, and to reduce poverty through effective legal assistance. Legal Aid attorneys, paralegal advocates, and support staff provide assistance to the most vulnerable in our community facing legal crises ranging from eviction, domestic violence, abuse and neglect, loss of benefits, immigration problems, foreclosure, education issues and more.

Legal Aid represents clients in civil legal cases. We participate with social services agencies and other groups to improve public programs affecting low-income people. Legal Aid provides exemplary legal assistance to our vulnerable neighbors in Hamilton, Butler, Clermont, Warren, Brown, Clinton, and Highland counties.

POSITION DESCRIPTION

This is a full-time position in our downtown Cincinnati Intake Department. All requests for Legal Aid assistance start in the Intake Department. The Client Services Specialist will interview community members over the phone or in person as they request assistance from Legal Aid. The Specialist will gather information from the individual about their legal issue, enter the information into our case management system and communicate approval or denial for Legal Aid services. This role may also process referrals from partner agencies in our seven-county region and provide community resource information to callers.

The position is for 40 hours per week, Monday through Friday.

QUALIFICATIONS

The successful applicant will meet the following qualifications:

- Excellent communication and client-service skills
- Ability to handle a high daily call volume
- Ability to communicate with all members of our community, including those in crisis or experiencing trauma
- Ability to capture information accurately while conducting a telephone or in-person interview
- Excellent organizational and time management skills
- Ability to work effectively as a member of a team
- Ability to respond well to supervision and feedback
- Keyboard and computer competency (Microsoft Outlook and Word, in particular)
- Professional attire (business casual) is required
- Experience in customer service and working with a low-income population preferred
- Spanish language proficiency is a plus

SALARY AND BENEFITS

The rate of pay will be based on experience, but no less than \$16/hour. The Legal Aid Society offers an excellent benefits package, including health insurance and paid time off.

HOW TO APPLY

Please email all of the following items to staffing@lascinti.org:

- A cover letter explaining the reasons for your interest in the position
- your resume, and
- names and telephone numbers for two work references.
(*We will contact references, please do not send reference letters.*)

Note in subject line of your email: Client Services Specialist – LAS033

All applications will be acknowledged. This position will remain open until filled.
Please do not call. Interviews will be arranged by Employer.

The Legal Aid Society is an Equal Opportunity Employer. The Legal Aid Society offers reasonable accommodations in the hiring and employment process. If you need assistance, you may request an accommodation.