



Job Title: Office/Intake Specialist

Location: Craig, Colorado

Classification: Non-Exempt

Reports To: Jen Cuesta, Managing Attorney

Salary Range: \$33,040 - \$46,815 (Commensurate with experience)

ORGANIZATION OVERVIEW:

Colorado Legal Services (CLS) is Colorado's statewide nonprofit legal aid program, with thirteen offices providing civil legal assistance to low-income Coloradans throughout the state. CLS provides free legal assistance in a broad variety of legal areas, including family law, eviction defense, consumer protection, public benefits, services to survivors of serious crime and human trafficking, and many others.

CLS has strengthened lives, assisted families, and supported communities -- one person at a time for over 90 years. We are committed to providing high-quality, free legal advice and representation to eligible individuals throughout Colorado. We have a long history of successful impact and advocacy. CLS strives to bring about substantive, transformational change in the lives of those we serve.

POSITION SUMMARY

The Craig Office/Intake Specialist is a full time position that plays a crucial role as the main point of contact for applicants seeking CLS's services in the Northwest portion of CLS. The Office/Intake Specialist receives and processes phone, online and in-person applications, provides helpful referrals to other resources, and performs office tasks, such as word processing, filing, and ordering supplies.

ESSENTIAL DUTIES:

- Answer the 1-800 number for the Northwest and sort callers by those needing full intake versus referrals.
- Monitor, process and sort online applications by those needing full intake versus referrals.
- Greet each walk-in applicant courteously, conduct an intake interview, or provide referrals.
- Conduct full intake interviews, including topic specific questionnaires, with accuracy, attention to details, efficiency, respect, and in accordance with case handling protocols and procedures.
- Staff the Craig office, including by greeting walk-in applicants and ordering office supplies.
- Familiarize yourself with local service providers and community resources to provide responsive referrals to ineligible applicants.
- Check the PO box for mail twice a week and handle postage and mailing tasks when necessary.
- Learn and use CLS' case management software (Legal Server) to complete intakes, open cases, document case progress, and gather signed CLS documents and relevant legal documents.
- Learn and use different technology, like zoom phones, teams, MS word, e-mail, & r-sign to serve clients.
- Participate in remote team case review to evaluate cases for services.
- Establish and maintain effective and team-based working relationships with co-workers through various remote communication means.
- Maintain confidentiality of all applicants and clients.
- Maintain the office filing system and ensure that files are properly labeled and stored.
- Provide assistance to other staff, as necessary.



REQUIRED QUALIFICATIONS:

- A high school diploma or GED
- Experience or knowledge of Microsoft Word, spreadsheets, email, and database software
- Strong written and oral communication skills
- Strong active listening skills and attention to detail to gain a thorough understanding of client needs • Organizational skills
- Work with a team, as well as independently manage your time and individual tasks
- Learn and comfortably use new technology, including an online phone system, a case management system, file sharing software, and remote communication tools like teams and virtual meetings
- Customer service skills
- Ability to prioritize and multitask

PREFERRED QUALIFICATIONS:

- Bilingual Spanish/English speaker
- Experience conducting intake or interviews
- Demonstrated understanding of or experience with issues faced by marginalized populations

COMPENSATION AND BENEFITS:

CLS offers a generous benefits plan that includes 100% employer paid premiums for employee health, dental, vision, life, and long-term disability insurance as well as partial employer paid premiums for spouses/dependents, based on a sliding scale. CLS also offers Dependent Care and Medical Flexible spending accounts, a 403(b) retirement account, and an Employee Assistance Program (EAP). Additionally, CLS offers a \$350.00 monthly stipend (to be used as you choose), generous paid time-off and 12.5 paid holidays per year. CLS values its employees' commitment to working hard for the population it serves and recognizes the importance of work/life balance; therefore, we offer flexible work schedules and hybrid work arrangements as appropriate. We promote and foster a diverse, inclusive, equitable, and psychologically safe work environment, striving to be a "Best Place to Work" in Colorado.

HOW TO APPLY:

Please email a copy of your resume and cover letter to hire@colegalserv.org. Please include "Intake Specialist – Craig Office" in the subject line. For full consideration, please apply by **Friday, August 4th, 2023**.

Note: Please mention how you heard about the job announcement in your email.

No phone call, email, or recruitment firm solicitations please!

OUR COMMITMENT TO DIVERSITY EQUITY INCLUSIVITY AND BELONGING:

CLS embraces diversity, equity, inclusion, and belonging as an Equal Opportunity Employer in a serious way. We are committed to building and retaining a workforce that respects and seeks to empower each individual and represents a variety of diverse cultures, perspectives, skills, and experiences within our workforce. We encourage all qualified candidates to apply for this position.

