

## SNOHOMISH COUNTY LEGAL SERVICES



**Job Title:** Administrative Assistant/Receptionist

**Job Type:** Full-time

**Salary:** Starting at \$38,000 DOE, plus benefits

**Application Deadline:** Open Until Filled

**Start Date:** Immediately

**Overview:** Snohomish County Legal Services' (SCLS) provides free civil legal services to low-income individuals and families in Snohomish County. Services are provided using a hybrid model of staff and volunteer attorneys, and includes outreach, education, counsel, and advice, negotiated settlements, representation, and partnership development.

SCLS is committed to a policy of equal opportunity and fosters an environment free of barriers and discriminatory practices. SCLS actively promotes mutual respect, acceptance, teamwork and productivity.

**Reports to:** Managing Attorney

### **Responsibilities of this Position Include:**

#### **Administrative and case management support**

- Screen for program eligibility; accept, reject or refer cases, as appropriate;
- Prepare, triage, and help manage a high-volume caseload;
- General administrative and office duties
- Assist with creating, maintaining, and closing client case files and database entries into case management system;
- Prepare and edit correspondence, intakes, administrative and other documents independently and consistent with attorney instructions;
- Perform certain clerical duties such as answer telephones, make appointments, manage calendars, take messages, and answer inquiries;
- Provide administrative support to staff as needed

#### **Communications**

- Answer, return, and direct phone calls, voice messages, SMS text, and emails promptly;
- Maintain contact log;
- Answer door, greet and assist visitors in a professional manner
- Reply to inquiries and provide information or resources, as necessary;
- Coordinate and schedule consultations, appointments, and meetings
- Assist with managing attorney calendars.
- Communicate and coordinate with volunteer attorneys
- Mail postcards or other outreach efforts
- Assist with monitoring clients who are referred by community partners

## Courthouse and Clinic Support

- Open/close clinic.
- Provide administrative support for staff/volunteer attorneys.
- File documents with the clerk's office, if necessary.
- Provide clients with resources and information packets, as necessary
- Managing and refilling clinic documents, files, and packets
- Review case and attorney notes, communicate case outcomes and triage for follow-up or additional services
- Ensure data is inputted into case management system

## General Responsibilities

- Participate in ongoing organizational diversity, equity and inclusion education and work;
- Commitment to working directly with low-income clients, individuals from diverse ethnic, cultural, and socio-economic backgrounds, survivors of domestic violence or sexual assault, or individuals from historically marginalized and oppressed communities.
- Communicate and interact in-person with community members in crisis, who are facing a variety of complex legal or personal issues.
- Referring community members to appropriate resources
- Attend and support legal clinics and community outreach events.
- Attend staff and department meetings.
- Attend trainings, as necessary.
- Work with community partners.
- Perform other duties as assigned.

## Experience and Qualifications:

- Proficiency in word processing, excel and database management
- Experience in an office/administrative support, file management, and other administrative task management;
- Exhibit a high level of organization and self-discipline to complete tasks in a timely fashion;
- Demonstrated individual initiative, discretion and sound judgment
- Demonstrated attention to detail
- Demonstrated ability to work both independently and collaboratively with others
- Ability to use critical thinking and problem-solving skills in a fast-paced environment;
- Strong communication skills;
- **Applicants with bilingual ability are strongly encouraged to apply**

## Job Parameters:

- Schedule: Full Time (40 hours per week); Shift: Day (Monday-Friday) with minimal evenings (for legal clinics or events) as required;
- Work is performed in an office environment, and it is expected this person to be on-site in our downtown Everett office, limited ability to work remotely;
- Proof of COVID-19 vaccination or reasonable accommodation is required;

## Physical Requirements

The physical demands described above are representative of those required by an employee to successfully perform the essential functions. Ability to sit or stand for extended periods of time; interact with computer screens and manipulate essential computer components (i.e., mouse and keyboard). Mobility around the office, and abilities to bend/stoop, push/pull, and perform unassisted lifting consistent with the job duties are required.

### Compensation

Salary is based upon years of experience, with an annual salary range starting at \$38,000. In addition, we offer accrued Washington State sick leave, accrued vacation time and paid holidays, medical, dental and vision options. Parking reimbursement and some professional training and dues may be covered.

### Benefits

- Accrued Washington State Sick Leave;
- Accrued Vacation Time;
- Paid Holidays; and
- Medical, dental, and vision insurance (Full-time employees).

### To Apply:

For consideration, submit a letter of interest, resume, and 3 professional references to [careers@snocolegal.org](mailto:careers@snocolegal.org). For additional information please send an email to the same address.