Intake Specialist

The Legal Aid Society of Columbus (LASC) is part of the Ohio State Legal Services Association (OSLSA), a three-part legal aid program headquartered in Columbus. OSLSA's mission is to provide civil legal aid and advocacy to combat unfairness and injustice and to help people rise out of poverty.

LASC is actively seeking a professional, reliable and engaging Intake Specialist to join our team. Initially, this position will primarily support the intake process for our Medical Legal Partnerships (MLP) and secondarily support the reception desk by fostering a welcoming, efficient and comfortable office space.

In this multifaceted role, you will serve as the first point of contact for clients to process their request for services and screen for eligibility; prepare and send client letters; provide other high-quality administrative and clerical support; as well as provide coverage at the reception desk including greeting visitors, handling the switchboard and processing mail.

Are You Someone That:

- Has interest in and sensitivity to the legal needs of low-income individuals?
- Is motivated, professional and customer service focused?
- Works well within a collaborative, team-driven, and goal-based environment?
- Can communicate verbally with a wide range of people?
- Is agile and able to respond effectively to the changing needs of a growing organization?
- Creates processes to increase work efficiencies and systems to work smarter not harder?
- Is open to participating in community events?
- Works well within a collaborative, team-driven, and goal-based environment?

You Will:

- Directly support the client intake process through answering phones calls, accurately recording necessary information and entering data into the intake system
- Review the case list, call potential clients and follow the scripts then either refer the client to the appropriate practice group or back to the MLP
- Serve as a resource for the organization regarding MLP processes and protocols
- Enter data in the case management system and contribute to required reporting for compliance purposes
- File documents at court
- Regularly support the reception desk through answering phone calls, greeting guests, interacting with vendors and clients, and maintaining a welcoming office environment
- Provide support services for attorneys including sending packets when requested and returning calls to former clients among others

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• Support and collaborate with all staff to help achieve goals
• Be responsible for some general office work including incoming/outgoing mail, making copies, sending client information and other similar tasks

You Have:
• A positive attitude, go-getter mindset and drive to do things well
• Ability to anticipate needs and navigate problems with a creative, practical approach toward reaching successful resolution
• Ability to prioritize workload to manage time, tasks and meet deadlines in a dynamic environment
• Proficient skills across the Microsoft Office Suite (Outlook, Excel, and PowerPoint)
• Demonstrated ability to communicate, verbally and in writing, effectively with diverse audiences
• Ability to increase efficiencies in individual work and team processes
• Strong work ethic with an eye for detail
• Professional experience in customer service preferred
• High ability to exercise sound judgement and discretion
• English language proficiency is essential and Spanish/English bilingual skills are a plus. Additional languages – even better
• High school diploma or equivalent required
• Prior Legal Aid or related work experience a plus, but not required

Other Details:
• It is the policy of OSLSA not to discriminate against any employee or applicant for employment because of race, color, religion, sex, sexual orientation, gender identity or expression, marital status, national origin, disability, age, ancestry, and military status or any other characteristic protected by law.
• This full-time position is based in Columbus, Ohio and reports to the Managing Attorney. Some travel to the Courthouse and at other offsite locations may be required at times.
• Hourly rates start at $15.38 per hour DOE and Legal Aid offers an excellent comprehensive benefits package, paid time off, and ongoing training and development opportunities.

To Apply:
Submit resume and letter of interest to employment@oslsa.org.