

**Title:** Intake Specialist

**Reports to:** Director, Volunteer Lawyers Program (VLP)

**Position Summary:**

This position requires you to answer our client intake line, access client legal issues, and refer them to a volunteer lawyer or the appropriate agency. In this role you will be responsible for conducting client intake, screening the client for eligibility based on program guidelines, referring the clients to volunteers, and maintaining their files. You will also be responsible for assisting the Director with projects and traveling to clinics as needed.

**Requirements:**

- A paralegal degree, paralegal certification, or extensive legal experience
- The ability to type at a minimum speed of 60 words per minute with accuracy
- Strong understanding of legal issues, particularly in civil law areas
- Familiarity with legal case management software systems such as Legal Files, Microsoft Office Suite, and basic business mathematics
- Basic technology skills to operate computer systems, software, and a phone system
- The ability to deal with clients under stress or in crisis, by maintaining a calm, professional, and positive demeanor.
- Excellent organizational skills to handle multiple tasks such as answering calls, opening files, completing intake, preparing documents, referring the clients to volunteers, and maintaining the files
- The ability to be flexible as the program and clients are constantly changing
- Strong customer service mindset
- Other projects or duties as determined by the Director

The VLP Office is located in the Alabama State Bar building in Montgomery, Alabama. The duties and responsibilities of the paralegal shall be performed onsite from this location.

Salary is commensurate with experience; comprehensive and generous benefits package, including full health insurance coverage for employee, retirement plan, and holiday schedule.

**TO APPLY**

Applicants should email a résumé and cover letter describing experience, qualifications, and interest in the position to Chad D. Coker, Director of Operations, at [chad.coker@alabar.org](mailto:chad.coker@alabar.org) by February 7, 2025.