



**Pursuing Fair
and Equal Justice**

INTAKE ASSISTANT – BILINGUAL ENGLISH/MANDARIN JOB ANNOUNCEMENT

Come join the team at Eastside Legal Assistance Program (ELAP) as our Intake Assistant. We are looking for a highly motivated, outgoing, detailed-oriented and organized person to conduct detailed client intakes with the people we serve and support our administrative work. During the pandemic, our offices are closed, so all contact with clients and attorneys is by phone, email and Zoom. The key to success in this role is having a high level of flexibility and a desire to provide excellent service to our clients. Training will be provided. This position is temporary through June 30, 2021.

RESPONSIBILITIES:

- Manage incoming client calls/emails requesting legal services, screen for eligibility, summarize cases and connect clients to appropriate ELAP legal clinic or referral
- Accurately input client information, attorney time and case notes into legal database (Legal Server)
- Refer clients who may not qualify for ELAP services to other community providers
- Keep legal clinic digital files up to date
- Work with Program Director to review and revise clinic documents as needed
- Schedule and manage legal clinic appointments
- Manage clinic schedules, including communication with pro bono attorneys
- Assist with case management tasks as needed, such as data entry in Excel
- Provide other administrative support as needed

ESSENTIAL QUALIFICATIONS

- Bilingual, must speak clearly in English and Mandarin
- Excellent writing skills
- Detail-oriented, able to learn quickly, strong critical thinking and problem-solving skills
- Experience doing highly accurate data entry
- Demonstrates intermediate to advanced skills in Microsoft Word, Excel, PowerPoint, Outlook and Internet navigation
- Ability to interview clients and write brief case summaries
- Highly organized with the ability to prioritize and simultaneously maintain multiple projects with high level of quality and productivity
- Excellent interpersonal and communication skills by phone and email, including the ability to respond to clients with patience and a non-judgmental attitude
- High level of professionalism and the ability to maintain confidentiality
- Committed to ELAP's mission of promoting equal access to justice
- Ability to work with a diverse population and maintain composure in stressful situations
- Experience sufficient to successfully perform the essential duties of the job

PREFERRED QUALIFICATIONS:

- Experience working in a legal setting
- Legal Server experience a plus

HOURS: 40 hours/week
SALARY: \$20/hour
BENEFITS: Health/Dental Insurance, 401(k), paid vacation
REPORTS TO: Program Director
TYPE: Temporary position through June 30, 2021
LOCATION: Remote

TO APPLY

Please submit a cover letter and resume to Esperanza Borboa, Program Director, at esperanza@elap.org and Ngoc Nguyen, Operations Director, at ngoc@elap.org.

The position is open until filled. PLEASE NOTE – THIS JOB WAS PREVIOUSLY POSTED AS BILINGUAL ENGLISH/MANDARIN ADMINISTRATIVE ASSISTANT.

ABOUT ELAP:

ELAP is a nonprofit dedicated to working with people facing domestic violence, housing, financial, healthcare, immigration and other issues that need a legal solution. We also educate communities about their legal rights. We work for free to solve legal issues and provide resources for our community members because not everyone can afford a lawyer. Learn more about us at elap.org.

ELAP complies with all applicable federal, state, and local laws prohibiting employment discrimination. ELAP promotes mutual respect, acceptance, teamwork, and productivity in the workplace. People of color, immigrants, women, LGBTQ, those with disabilities, mature workers, and other underrepresented and historically marginalized groups are strongly encouraged to apply.

