



January 2, 2024

## **RECEPTIONIST – Full-time Permanent Position Cambridge and Somerville Legal Services**

**Greater Boston Legal Services (GBLS) is an Affirmative Action/Equal Opportunity/Accessible Employer and strives to ensure that our staff members reflect the diversity of the communities we serve.**

GBLS seeks a qualified candidate to fill the new position of Receptionist at the Cambridge and Somerville Legal Services (CASLS) office. CASLS is a small supportive neighborhood office with a strong track record of success in providing legal assistance to low income, elderly, and immigrant communities it serves in Cambridge, Somerville, Arlington, Belmont, Woburn, and Winchester.

**Location:** This position is based at 60 Gore Street, Second Floor, East Cambridge, MA 02141. It is “in person” five days a week.

**Hours:** This position is for 35 hours a week. The daily schedule will be based on coverage needs and may change over time but will be regular. Normal office operations time is Monday through Friday, from 9:00 am to 5:00 pm.

### **Duties include:**

- Answer the phone and apply unit protocols to screen and direct callers as appropriate.
- Answer the door and determine the nature of the visitor’s business (including greeting clients, directing potential clients as appropriate, and providing building access to postal and other delivery persons).
- Determine initial legal problem and/or geographic and/or financial eligibility for prospective clients who contact CASLS by phone or in person.
- Upon request, schedule interpreter and other appointments for CASLS staff.
- Sort, date-stamp and distribute incoming mail and stamp and post outgoing mail.
- Be available between calls to assist with office administrative tasks such as updating office forms, scanning, copying, and library filing.
- Maintaining updated brochures and flyers in CASLS reception area.
- Occasionally assist clients by making certain referrals.
- Some data entry.
- On occasion, as time permits, assist with on the job training for new staff.

### **Qualifications**

- Excellent oral skills and good judgment.
- Ability to maintain professionalism and patience when dealing with clients and potential clients who may be distressed.

- Ability to use computer database to enter information and search for information.
- Ability to use basic functions of Microsoft Word and Excel.
- Willingness and ability to learn where to refer callers.
- Ability to maintain strict confidentiality.
- Fluency in English (Fluency in one or more languages spoken by CASLS clients, such as Spanish, Portuguese, or Haitian Creole, is helpful but not required).

Salary is based on a union scale, with a starting annual salary of \$44,500 for a receptionist with five years of experience (and annual increases every July 1). There is an additional payment of \$950 annually for a second language ability if applicable. GBLS offers a generous benefits package, retirement contribution, and paid time off.

Candidates should submit a cover letter and resume to the Human Resources Department, via e-mail at [jobs@gbls.org](mailto:jobs@gbls.org). Please refer to **Job Code: CASLS-RECEPTIONIST** when applying for this position. **Deadline for applications is January 17, 2024** or until the position is filled.

**GBLS encourages applicants from a broad range of backgrounds and experiences .**