



November 21, 2024

**OFFICE ADMINISTRATOR
(Centralized Screening – Intake)
Administration Unit**

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 provides free legal services and representation to clients in the greater Boston area who cannot afford private legal representation.

GBLS seeks an office administrator within the Centralized Screening Unit who will have primary responsibility to support the intake manager and to answer non-legal questions and review intakes produced by the intake team. Intake includes the range of activities intended to enable people eligible to receive services from GBLS to know what services are available and to apply for those services. This includes screening, referral, and information collection for case evaluation. This is a new position at GBLS. The office administrator will play a lead role in helping the intake manager administer the intake system, by handling day-to-day review of cases and serving as a point person for the intake specialist team.

Core Responsibilities:

The office administrator will be directly responsible for the following:

- Helping intake manager develop recommended standards and guidelines for: screening, referral, and information for case review, advice, and brief service.
- Assisting applicants through the eligibility screening process for both the telephone and online intake channels.
- Handling confidential client information discretely.
- Working closely with GBLS support staff, leadership, and practice group leaders to provide thorough, accurate, and efficient intake services to applicants.
- Developing a thorough understanding of the case types accepted by GBLS and staying abreast of changes
- Supporting intake specialists during live queue hours by answering non-legal questions and reviewing cases to be referred to substantive units.
- Supporting the expanding of the use of technology in support of intake.
- As part of the CSU team, working with GBLS racial justice, client access and language access committees to promote full access to GBLS services.

Qualifications:

- A minimum of 2 years of experience in legal services or similar advocacy or human services organizations.
- A minimum of 2 years of prior experience with telephone service in a high call volume environment, with ability to handle a large volume of calls efficiently.
- Demonstrated ability to mentor in a collaborative manner that provides opportunities for growth and professional development.
- Comfortable with technology and possessing the ability to master new applications quickly; familiarity with LegalServer and Windows Office Suite (Word, Excel, etc.) a plus.
- Excellent written and oral communication skills.
- Commitment to serving low-income and diverse communities.
- Commitment to continuous improvement.
- Commitment to providing culturally competent and accessible services to diverse client groups.
- Bilingual capabilities, especially in Haitian Creole, Spanish, Cantonese, Mandarin, Vietnamese, or any other languages frequently used by GBLS clients, are desirable.

Salary is based on a union scale with annual raises and in which, for example, someone with 4 to 6 years of experience (including certain educational experiences) would earn between \$50,000 to \$52,000, with an additional \$950 annual payment for second language ability. GBLS offers a generous benefits package including low-cost comprehensive health insurance, retirement contribution, paid time off, and ongoing professional development opportunities. GBLS currently has a hybrid work model for most staff, including this position.

Candidates should submit a cover letter and resume to the GBLS Human Resources Team by email to Jobs@gbls.org. Please refer to **Job Code: CSU-OA-INTAKE** when applying for this position. **Deadline for application is December 5, 2024**, or until position is filled.

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