



July 07, 2025

**Administrative Assistant / FLOATER**  
**(Two full-time and permanent job openings)**  
**Administration Unit**

**Greater Boston Legal Services (GBLS) is committed to fair employment practices. We are proud to employ a staff with the cultural and linguistic competency to work within a variety of communities.**

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

GBLS seeks two Administrative Assistants / Floaters who will have primary responsibilities to provide a wide range of administrative and clerical support for all program units and to cover the job duties for other Administrative Secretaries/Legal Assistants during their leaves or in case of need. These positions require an in-office schedule Monday through Friday, between 9:00 am and 5:00 pm.

**Core Responsibilities:**

The Administrative Assistant / Floater's job duties may include but are not limited to:

- Answering phone calls and applying protocols to screen and direct callers to appropriate program units.
- Greet walk-in clients/visitors, respond to their questions and connect clients/visitors to an appropriate program advocate or an Intake Specialist.
- Scheduling appointments, reserving meeting rooms, coordinating logistical support for meetings and events as requested.
- Preparing legal documents, forms and other written materials.
- Performing other administrative support such as typing, photocopying, faxing, mailing, package distributions and ordering office supplies as needed.
- Maintaining filing systems and keeping administrative records as directed.

**Qualifications:**

- Relevant experience in administrative or clerical support, particularly in a non-profit or human services organization, is preferable.
- Prior experience with telephone service in a high call volume environment, with ability to handle a large volume of calls efficiently.
- Good written and oral communication skills.
- Demonstrates good customer services, an ability to maintain professionalism and patience in working with people from diverse social and economic backgrounds.
- Comfortable with technology and possessing the ability to learn new applications quickly; proficiency in Windows Office Suite (Word, Excel, PowerPoint, etc.); familiarity with LegalServer or Raiser's Edge a plus but not required.
- Ability to maintain strict confidentiality and good judgment.

Salary is based on a union scale with a starting annual salary of \$47,000 or higher depending on work and educational experience. An additional payment of \$950 per year will be added to base salary for fluency in a second language. GBLS offers a generous benefits package including low-cost comprehensive health insurance, retirement contribution, paid time off, and ongoing professional development opportunities.

Candidates should submit a cover letter and resume to the GBLS Human Resources Department via email at [Jobs@gbls.org](mailto:Jobs@gbls.org). Please refer to **Job Code: ADMIN-FLOATER** when applying for this position. **Deadline for application is July 31, 2025**, or until position is filled.

**At GBLS, we recognize our strength comes from the unique contributions of each team member. We invite candidates from all walks of life and backgrounds to apply.**