



MONTANA LEGAL SERVICES ASSOCIATION

Job Title: Temporary Intake Specialist

Location: Helena, Montana

The Montana Legal Services Association has an opening for a Temporary Intake Specialist in its Helena office. This is a 6-month position with the possibility of transitioning to a permanent position if funding allows. This 40 hour per week position is responsible for eligibility screening and referrals of clients for a statewide legal advice helpline, and may also provide telephone legal advice to clients throughout Montana. Applicants must demonstrate strong people skills and flexibility.

Specific Duties

- Answer incoming HelpLine calls.
- Conduct initial screening of all HelpLine calls.
- Determine if there is a legal aspect to a caller's problem and summarize the issue.
- Open computer files for new clients and new cases.
- Mail HelpLine correspondence, client education and other literature to clients.
- Input data from on-line or paper applications.
- Scan and upload applications and client documents to MLSA's case management system.
- Maintain calendars in the case management system and scheduling advice appointments with MLSA's advocates.
- Develop and maintain knowledge of legal and social service agencies that can help both eligible and ineligible for MLSA's services.
- Participate in organizational projects such as conducting client surveys and tracking data on an as needed basis or the MLSA Client and Community Outreach Group.
- Participate as a Live Help Navigator for MLSA's website www.MontanaLawHelp.org.
- Assist with training MLSA's Justice for Montanans Intake and Outreach members.
- Other duties as assigned.

Requirements

- Associate's Degree or equivalent educational experience.
- Excellent oral and written communications skills.
- Good listening skills.
- Strong interpersonal and verbal skills.
- Capacity to learn and adapt.
- High degree of computer data entry proficiency and accuracy.
- Call center experience a plus.
- Ability to travel, occasionally overnight.
- A commitment to providing high quality legal assistance to low-income people in Montana.

- Ability and willingness to work cooperatively and collegially within a decentralized statewide law firm.
- Proficient at the use of technology, including, but not limited to, word processing, spreadsheets, internet-based programs and computer-based legal research.
- Willingness to learn and further develop technology skills and abilities.
- Dependability, initiative and motivation and concern for the interests of the client.

MLSA is an equal opportunity employer and we consider the diversity of our staff to be vital to our organization's success. We strongly encourage and welcome people of all cultures, races, educational backgrounds, life experiences, socio-economic classes, sexual orientations, ages, genders, and physical abilities to apply.

Salary: \$31,000 - \$37,000, DOE. MLSA offers an attractive benefits package, including health, dental, vision, and life insurance, retirement and educational loan repayment assistance.

To Apply: Send a letter of interest, three professional references, and resume to hire@mtlsa.org.

Submission Deadline: Screening of applicants will begin immediately. The priority deadline for applications is October 8, 2020, and the position will remain open until filled.

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<https://Montanalegal.Sharepoint.Com/Sites/Shared>

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