

Justice for Montanans AmeriCorps Member Office of Consumer Protection



Justice for Montanans members help empower low to moderate income Montanans to advocate for their legal right and increase access to justice.

Term of Service: September 6th, 2022 – August 11th, 2023

Location: Helena, MT

Service Schedule: Member will serve a minimum of 1,700 hours over a 48-week term and receive a living stipend every two weeks. Member may take approximately 2 weeks of combined vacation and sick time as well as 10 holidays during the term which will not count towards the 1,700 hour requirement. Member will typically serve 5 days, 40 hours per week.

Position Summary:

Make a difference for Montana's consumers by serving as an AmeriCorps member of Justice for Montanans with the Office of Consumer Protection (OCP). OCP helps educate and protect Montana consumers and businesses to prevent fraud and offers information, and resources. Members will have the opportunity to assist with various OCP programs with the support of friendly and encouraging staff members.

AmeriCorps members will uphold the goals of the Justice for Montanans Program by increasing access to justice for low to moderate income Montanans.

Specific Position Responsibilities:

- Answer the Consumer Protection phone lines.
- Assist with various programs and tasks including scam call reporting, scam alerts, consumer complaint program, identity theft passport program, data breaches, End of Life Registry, and lawsuits.
- Assist Montanans with consumer-related issues by communicating Montana consumer rights and coordinating resolutions with staff, businesses, attorneys, and other agencies.
- Learn consumer protection investigative techniques and use techniques to gather data
- Refer people to appropriate service agencies and partner organizations
- Meaningfully contribute to the development of OCP policies, procedures, and public resources; such as the OCP website
- Develop and assist with program-wide outreach efforts as needed
- Attend trainings to broaden your knowledge of the legal system, techniques for working with clients in crisis, and important resource providers
- Perform other AmeriCorps-related duties such as reporting, timekeeping, and service projects

Minimum Requirements:

- Over 18 with a high school diploma or GED; college degree or equivalent work experience preferred

- A United States citizen, United States National, or legal permanent resident alien
- Ability to take initiative, handle multiple projects, track details essential to project completion, analyze information, and meet deadlines
- Strong ability to communicate effectively orally and in writing with diverse groups of people
- Demonstrate good interpersonal skills, public relations and ability to network with professionals
- Demonstrated ability to work independently and as part of a team
- Ability to appropriately handle confidential information and willingness to sign a confidentiality policy
- Basic computer proficiency including Word and some knowledge of Excel and Power Point
- Passion for increasing access to justice and assisting low-income individuals
- A driver's license and personal means of transportation within the state of Montana are highly recommended
- Must pass a national service criminal history check due to contact with vulnerable populations
- Qualified individuals with disabilities and those from diverse backgrounds are strongly encouraged to apply. We provide reasonable accommodations for qualified individuals.

Benefits:

- Living allowance*
- Segal Education Award*
- Eligible deferment on qualified student loans
- Health benefits
- Child care assistant to qualified members
- Relocation allowance of up to \$550 if the service site is 50 miles or more from current residence
- Hands on experience in the legal field
- Opportunity to live, serve, and be a part of the AmeriCorps team in the state of Montana

*Current benefit amounts are available on our [website](#) and updated to reflect current funding and benefits approved by AmeriCorps.

Questions? Contact the JFM AmeriCorps Coordinator:: jfm@mtlsa.org or 406-442-9830 x143

To apply please visit www.justiceformontanans.org

