

**Maryland Volunteer Lawyers Service
Baltimore, Maryland
Client Intake Paralegal**

Maryland Volunteer Lawyers Service (MVLS), founded in 1981, is the oldest and largest volunteer legal services organization in Maryland. The mission of MVLS is to provide quality civil legal services to Marylanders of limited means. We achieve this goal primarily through our core pro bono program and more targeted programs that serve specialized legal needs. For more program information, go to our website: www.mvlslaw.org.

Job Responsibilities:

- Interview and screen clients over the telephone during MVLS intake hours, currently Mon. - Th. 9 a.m. to 1:00 p.m.
- Review client applications received through telephone and on-line intake
- Screen clients for income eligibility and case type, e.g., civil cases only, no criminal, fee generating, or class action.
- Contact volunteer attorneys to place eligible clients M-Th. 2:00 p.m. to 5:00 p.m. and Fridays.
- Use LegalServer database to manage documents and paper work associated with cases, e.g., client applications, court documents, financial eligibility documents, important correspondence, invoices or requests for reimbursement.
- Responsible for developing proficiency LegalServer database, especially with respect to client and volunteer-related data entry and document management.
- Participate in pro bono program outreach activities that may include occasional weekend and evening work.
- Must be able to drive to outreach activities or other MVLS events.
- Provide back-up administrative assistance when the Executive Assistant is out of the office and other duties as required.

Skills:

- Client-centered customer service skills are essential to success in this position.
- Excellent computer, data entry, and organization skills
- Must be detail oriented and able to multi-task
- Must possess strong telephone skills and ability to deal with difficult callers in crisis
- Works well with others—a team player
- Strong written and oral communication skills important
- Spanish language skills a plus

Experience:

- At least 2 years of administrative or customer service experience
- Computer and data entry experience required.
- Proficient in Microsoft Office suite of programs, i.e., Word, Excel, Access.

Education:

- At least two years of college, paralegal or other professional certificate from accredited institution

Salary range: Full-time, exempt, mid- \$30,000's, generous employee benefits & health insurance

No telephone calls. Send resume to: mvls@mvlslaw.org