

Maryland Volunteer Lawyers Service
Baltimore, Maryland
Client Intake Paralegal
(Full-time, non-exempt)

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 applications received through telephone and on-line intake
- Screen applicants for income eligibility and case type, e.g., civil cases only, no criminal, fee generating, or class action.
- Contact volunteer attorneys to place eligible client cases 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.
- Develop proficiency using LegalServer database, especially with respect to client and volunteer-related data entry and document management.
- Work with Pro Bono Program Manager and Deputy Director to resolve client or attorney disputes
- 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.
- Other administrative duties as assigned.

Skills:

- Client-centered customer service skills are essential to success in this position.
- Excellent computer, data entry, and organization skills
- Must be detail oriented
- 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, customer service, or legal experience
- Computer and data entry experience required.
- Proficient in Microsoft Office suite of programs, i.e., Word, Excel, Access.
- Demonstrated commitment to underserved communities

Education:

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