CLERICAL SUPPORT STAFF

JOB DESCRIPTION

Essential Functions

VLA Support Staff are responsible for clerical support to VLA attorney staff as well as advocates and other staff, maintaining office files and systems, and working with VLA clients and members of the public.

Duties and Responsibilities:

- Manage case management database, including creating client and case records, creating and saving outgoing and incoming documents, distributing and calendaring hearing and other appointments and deadlines, preparing and conducting database queries as requested by advocates and supervisors, preparing reports based on database queries and information as required by project and office needs.
- Maintain and manage advocate and office calendar system.
- Answer and screen telephone calls, take messages, make appointments and/or referrals to other agencies, give information following established protocols or after consulting with an attorney or advocate, when necessary.
- Act as receptionist to walk-in clients, give information and make referrals as above.
- Fill out intake forms as needed for new clients.
- Open and sort mail, maintain adequate funding in office postage meter, send out the mail daily or more frequently if needed.
- Manage petty cash fund, maintaining an adequate supply of cash on hand.
- Order and maintain stock of office supplies.
- Maintain office equipment, call for repairs when necessary.
- Compose and review correspondence for attorneys and advocates to review and approve.
- Prepare legal documents as requested, produce documents from case management system.
- Maintain client files.
- File court documents using the Odyssey e-file system.
- Maintain library volumes, periodicals, and other office filing.
- Maintain client confidentiality at all times.

Qualifications:

- Two years of professional work experience or associate degree, or a comparable mix of education and experience
- Experience or commitment to working directly with people from diverse racial, ethnic, and socioeconomic backgrounds
- Capacity to work in teams and be flexible within a fast-paced and changing environment
- Proficiency with Microsoft Word, Excel, and PowerPoint
- Demonstrable organization skills in managing complex workload
- High level of analytical skills, time management skills, attention to detail, and thoroughness
- Ability to represent VLA effectively with members of the public by listening carefully and with empathy, assessing and understanding what has been said, and responding clearly and directly to people in need
- Willingness to work a 7 hour day beginning between the hours of 8:00 a.m. and 9:00 a.m. and ending between 4:30 p.m. and 5:00 p.m. with up to one hour off for lunch based on the needs of the individual office

This is a non-exempt position and reports to the office Managing Attorney. Some in-state travel required. Salary is set based on the Secretarial Salary Scale with credit for prior work experience approved by the Executive Director.