



Receptionist & Intake Coordinator

ArchCity Defenders (ACD) is a holistic legal advocacy organization that combats the criminalization of poverty and state violence, especially in communities of color. ACD's foundation of civil and criminal legal representation, social services, impact litigation, policy and media advocacy, and community collaboration achieves and inspires justice and equitable outcomes for people throughout the St. Louis region and beyond.

ACD envisions a society liberated from systems of oppression where the promise of justice and racial equity is realized; communities where our approach to public safety prioritizes investment in well-being, health, and transformation without relying on criminalization and incarceration; and people living freely in their communities, thriving regardless of their race or income.

ACD seeks a creative individual with a strong commitment to social justice to join our dynamic and diverse staff of attorneys, paralegals, social workers, community organizers, and media and communication advocates who collaborate to provide holistic advocacy to address the causes and consequences of poverty and involvement with the legal system.

ACD is looking for a thoughtful, dedicated, and skilled Receptionist & Intake Coordinator to serve as the first face of the organization on the phone, via writing, or in person with clients, staff, board members, volunteers, the general public, and donors.

MINIMUM QUALIFICATIONS REQUIRED:

- Excellent verbal and written communication skills with attention to detail.
- Able to set priorities, work quickly, and meet deadlines in a busy nonprofit civil rights law firm.
- Comfortable working with applicants or clients who are in stressful or crisis situations.
- Efficient work style, problem solving skills, and the ability to exercise good judgment.
- Proficient in spelling, punctuation, grammar, and other English language skills.
- Must be committed to ACD's mission.

ESSENTIAL JOB RESPONSIBILITIES:

- Greeting applicants, clients, and visitors and answering inquiries.
- Answering and routing incoming calls on a multi-line telephone system.
- Welcoming visitors and providing information about the application or representation process.
- Maintaining the waiting area, lobby, or other public areas.
- Data entry and other office tasks like scanning, photocopying, faxing, and filing documents.
- Collecting and routing mail and hand-delivered packages.
- Coordinating the application process for those seeking legal representation, including identifying possible conflicts of interest.
- Help attorneys and paralegals with projects as needed.

- Prepare and manage correspondence, standard legal documents, intake, assessment, case notes, grant-specific documentation, and evaluation metrics.
- Facilitate positive working relationships between clients, attorneys, and paralegals.
- Knowledgeable about the services of the organization and be able to route calls and inquiries to the right staff members.
- Work closely with staff to identify potential systemic or policy issues that arise through the intake process.
- Work closely with staff to continuously develop and evaluate the intake process.
- Identify emerging or changing trends in the types of legal assistance requested by prospective clients.
- Provide resource information to help applicants, including referral resources to other agencies and the private bar when applicable.
- Understand and maintain client confidentiality and attorney-client privilege and act to support the highest level of confidentiality in communications with applicants, clients, and the community.
- Embrace and support ACD's overall mission, standards, policies and procedures, and confidentiality guidelines as well as adhere to the legal professional responsibilities that underpin the organization.
- Perform other duties and projects as required by management.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Strong interpersonal and relationship-building skills: able to work well with a wide range of people and cognizant of how identity dynamics inform and shape interactions with clients, partners, and colleagues.
- Demonstrate resourcefulness and ability to take initiative in development and completion of projects.
- Able to work collaboratively as well as independently.
- Strong organizational and time management skills.
- Able to handle competing deadlines in a fast-paced environment.
- Demonstrate dependability through good attendance and adherence to timelines and schedules.
- Able to deal with ambiguity, can effectively cope with change, shift gears comfortably, decide and act without having the total picture, and handle risk and uncertainty.
- Good problem-solving and analytical skills.
- Able to learn and use legal case management systems.
- Strong proficiency in computer applications.
- Able and willing to continue professional development.
- Knowledge of the St. Louis region is a plus.

This is a full-time, in-office position with benefits and a salary range from \$40,000-\$45,000 depending upon skill and experience. ArchCity Defenders provides subsidized health coverage, 401(k) (100% matched up to 1% of salary), 26 days of paid vacation each year (in addition to federal holidays in which the office is also closed), paid parental and sick leave, paid disability and life insurance, paid continuing education opportunities, YMCA membership, subsidized parking, and a company-issued cell phone.

ArchCity Defenders is an equal opportunity employer and strongly encourages applications from people of color, persons with disabilities, women, LGBTQIA+, and gender non-conforming applicants.

Applications will be reviewed on a rolling basis until the position is filled so we encourage you to apply as soon as possible. Priority will be given to candidates who apply by Friday, July 8, 2022.

Submit a resume, writing sample, and cover letter to Jacki Langum, Deputy Executive Director, via the following link: <https://archcitydefenders.formstack.com/forms/receptionist>