



Intake & Closing Coordinator - Position Announcement

Volunteer Lawyers Birmingham seeks to hire an **Intake & Closing Coordinator** with proven client service skills, experience intaking clients in a fast-paced environment using an online client database, and proven ability to timely collect pertinent demographic and legal data to assess the availability and appropriateness of legal services to meet clients' needs.

The successful candidate will have experience training and managing volunteers who will assist with intake and closing cases. The Intake & Closing Coordinator will be detail-oriented, be able to timely close approximately 50 cases a week, and be able to work collaboratively with the VLB Team to meet clients' needs.

Volunteer Lawyers Birmingham (VLB) is a corps of attorney volunteers coordinated by a professional staff driven to improve access to justice. VLB is the only non-profit in the state of Alabama that provides immediate access to free high-quality attorneys so low-income families can obtain critically needed legal services.

Roles & Responsibilities for the Intake & Closing Coordinator include:

- Manages and implements training for intake and closing volunteers including developing tip sheets and other training materials.
- Arrives at every VLB Help Desk on time at least 15-minutes before start of intake to set-up all intake materials and ensure all technology is working.
- Attends every VLB Help Desk to both do intake and to manage the volunteer intake personnel.
- Ensures that intake and closing are completed correctly with appropriate information being captured and notes included so that clients receive quality client service.
- Provides regular reports to Executive Director on types of cases at Help Desks, level of service, and outcomes.
- Provides courteous, professional, superior customer service skills, and empathetic service to low-income clients.
- Maintains super-user knowledge of VLB's case management system.
- Provides suggestions on improvements to streamline efficient intake, maintain cases, and close cases.
- Works with Operations Director to make technological improvements to LegalServer case management system to improve the effectiveness of intake, maintenance of case, and closing cases.



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Highly Qualified Candidates Will:

- Believe authentically in VLB's work of providing access to free high-quality attorneys.
- Have the ability to build rapport with clients of all social economic backgrounds.
- Work proactively and thrive in a high volume, fast-paced, dynamic environment.
- Operate with a mindset of learning, listening, and achieving goals.
- Uphold a commitment to Low-Income Individuals/Communities.

Key Competencies & Skills

- Strong experience doing and managing intake, case maintenance, and case closings.
- Experience working in a law office or other legal setting.
- Strong technological acumen.
- Demonstrated ability to train and manage volunteers.
- Demonstrated ability to present and interact effectively with people of all ages and cultural backgrounds, including communicating with our diverse constituencies – from law firm partners to potential clients.
- Strong communication proficiency, collaboration, and organizational skills.
- Teamwork orientation and leadership skills.

Education, Job Knowledge & Experience Requirements

- Three to five years of successful work experience in the legal administrative field.
- Paralegal/Legal Studies or certification is required.
- Bachelor's degree and experience with client databases preferred and/or Alacourt preferred.
- Working knowledge of client management systems.
- Working knowledge of Microsoft Suites (Word, Excel, Outlook, PowerPoint, etc.)
- Ability to travel - primarily local during the business day, although some out-of-the-area and overnight travel may be expected.
- Access to a car, possession of a valid driver's license, and proof of current automobile insurance.
- Complete and pass all background checks and security clearances.

Compensation

- \$30K - \$40K - based on qualifications, experience, and ongoing superior performance
- Health and dental insurance provided by the organization; matching retirement contributions and vision coverage also available
- Vacation, sick time, and generous paid holiday schedule



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Expression of Interest

To apply, submit your cover letter, salary expectations, and resume to HR@VLBHAM.ORG with “Intake & Closing Coordinator” in the subject line. To ensure your resume is considered, **PLEASE** follow the submission process. And **PLEASE** – no direct emails or phone calls to Volunteer Lawyers Birmingham staff. We are focused on the mission - to provide immediate access to high-quality attorneys so low-income families can obtain critically needed legal services!! Thank you.