

The Commons Law Center is a fast-growing nonprofit organization with a mission to revolutionize access to basic legal services, information, and support for underserved Oregonians. The Commons' provides sliding scale and flat fee legal services, free community education, and practical training for law students and new lawyers. The Commons seeks a full-time Intake Specialist to help support program expansion and partnership development related to the new Tenant Law Program, which is helping avoid evictions and homelessness.

Intake Specialist Responsibilities

- Triage prospective clients who reach out by phone, email, and webforms to smoothly and efficiently onboard them as clients or refer them to partner organizations
- Interview prospective clients about the details of their case, collect and manage related data, answer initial case financing related questions, sell consultations and flat-fee legal service packages, and schedule prospective client meetings
- Onboard new clients and manage data, including engagement and financial aspects
- Maintain clean data across digital platforms to facilitate efficient work and reporting
- Collaborate with Client Relations Manager and Executive Director on marketing efforts
- Miscellaneous administrative or program support projects as assigned

Intake Specialist Requirements

- Proficient working in a highly digitized office and across multiple applications
- Possesses outstanding communication skills and a strong sense of empathy
- Willingness to innovate, try new things, fail, learn, and try new things again
- Customer service, sales, or client management experience

Intake Specialist Requests

- Experience with CRM, database, or other case management software
- Training in anti-racism or in trauma informed care
- Bilingual Spanish/English

Reports to: Client Relations Manager

Salary & Benefits: \$32,000 per year plus benefits, including employer-sponsored healthcare and generous vacation policy

To Apply: Please submit a single PDF including a cover letter, resume, and three references to amanda@thecommonslawcenter.org.

Heads up: Working largely remotely until further notice.