

The Commons Law Center

About the Organization

The Commons Law Center is on a mission to revolutionize access to basic legal services for underserved Oregonians, and we are looking for talented and passionate professionals to join us. We are a 501(c)(3) nonprofit organization that provides legal services on a sliding scale basis, free community legal education, and practical training for new legal professionals.

Last year The Commons:

- Launched an eviction defense program, hired a team to staff it, and worked with other nonprofits and legal service providers to adapt to shifting needs.
- Helped persuade Portland Housing Bureau to extend its support for the Housing Asset Preservation Program beyond the pilot phase, enabling our team to continue creating pro bono estate plans for the City's historic African American community.
- Doubled down on unbundled, or limited scope, legal services to break the mold of expensive, time-intensive, and traumatic family law trials.

This year, we hope to engage in community-wide conversations about the future of the legal profession, from bar exam reform to limited licensure for paralegals, to share our experiences and ideas. Internally, our team is focused on doing our best work – not the most work, not the biggest work – the work that sustains, elevates, and empowers the people we serve and those working in public service. Because we are a learning organization, we strive to empower every one of our team members with the tools, the support, and the autonomy to further our overall mission.

About the Role

The Commons Law Center seeks a person who is fluent in Spanish, empathetic, and detail oriented to join our team as a client relation associate. This person will work primarily with our legal products team, collaborate with legal service program teams, and help improve systems and processes firm-wide.

Roles & responsibilities:

- Serve as the first point of contact for prospective clients seeking help with legal problems;
- 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;
- Collect, evaluate, and report on intake data to help manage firm capacity;
- Develop intake infrastructure to scale onboarding or referral, including document automation, workflow management systems, templates, and forms;

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- Maintain clean data across digital platforms to facilitate efficient work and reporting;
- Use and help build the organization’s internal knowledge base about operational issues;
- Use the organization’s tech stack to optimize workflow and communications; and
- Help make it fun because life is too short for work to be a bummer.

Requirements:

- Spanish fluency (understanding, speaking, and writing)

Requests:

- Proficient working in a highly digitized office and across multiple applications

Career Path:

Our goal is for our team members to leverage their time with The Commons so they can confidently step into their next career phase. That might involve working with another firm or company, or moving into more senior internal roles with The Commons to help build our organization. Wherever you envision your career path taking you, we hope you’ll consider building it with The Commons Law Center. We are one of the only places where you will learn an entrepreneurial approach to delivering legal services, gain new skills using organized training pathways, and help shape the future of the legal profession while you grow your competency and experience. All while helping our team provide critical services to communities that need them.

Salary: \$40,000

Benefits: Employer-sponsored health and dental care, paid vacation, flexible schedule, annual performance increases, work is largely remote.

To Apply: Please send a single PDF to jobs@thecommonslawcenter.org with cover letter, resume, unofficial transcript (if applicable), three references, and short writing sample.