Brooklyn Legal Services seeks a receptionist/executive secretary.

Brooklyn Legal Services, part of Legal Services NYC’s Brooklyn Programs, provides high-quality, innovative representation to address the pressing legal needs of Brooklyn’s diverse low-income population. It focuses on the problems that have the greatest impact on our clients — preserving affordable and decent housing, maintaining income support, redressing abusive lending and consumer practices, promoting family stability and mitigating the effects of domestic violence, and advocating for the disabled.

The responsibilities of this position include all of the duties under Receptionist/Switchboard Operator/ Executive Secretary II as described in the collective bargaining agreement. These include, but are not limited to:

- Welcoming prospective clients and visitors to the office and directing them to the appropriate casehandler or external resource;
- Answering the phones, including responding to inquiries regarding our services and directing calls and taking messages, sorting and distributing the mail;
- Maintaining an up-to-date knowledge of our office priorities and intake procedures;
- Assessing whether prospective clients can be assisted by our office and giving information about how to access our services and/or those provided by other organizations;
- Providing secretarial support to casehandlers and administrators;
- Assisting in the maintenance of client and office-related files;
- Scheduling appointments and drafting basic correspondence;
- Entering and managing data in electronic format;
- Translating for Limited English Proficiency callers and visitors or using telephone translation services as needed; and
- Other tasks as assigned which are consistent with the collective bargaining agreement.

Experience and Qualifications
The successful candidate must have strong written and oral communication skills and be able to relate with a wide range of people including low-income clients, case handlers, and representatives of community organizations. S/he must be able to maintain a calm demeanor in a stressful and fast-paced environment.

The candidate must also be skilled in Microsoft Word, Excel, and Outlook, internet research and be comfortable learning and adapting to new technologies. Proficiency in Spanish, Haitian-Creole or a Chinese-dialect is highly preferred, as is prior legal and/or social services experience.

Salary is commensurate with experience and is governed by our Collective Bargaining Agreement. We offer an excellent benefits package. Mentorship, training and advancement opportunities are provided.

How to Apply
Applicants should send a cover letter, resume, and two writing samples to bkhiring@lsnyc.org. Please write “Receptionist/Executive Secretary” in the subject line of the email.

For more information, please contact Meghan Faux, Project Director, at mfaux@lsnyc.org or (718) 246-3276.

BLS offers a generous benefits package. Salary is commensurate with experience.

Legal Services NYC is an equal opportunity employer. People of color, women, people with disabilities, gay, lesbian, bisexual, and transgender people, and people over the age of 40 are strongly encouraged to apply.

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