

Queens Legal Services seeks a Receptionist to start immediately.

### **Program Description:**

Founded in 1967, QLS seeks equal access to justice for all low-income residents of Queens through a range of legal advocacy, education, and community partnerships. We provide free legal counseling, representation, and referrals in civil matters involving the essentials of life including housing, public and disability benefits, domestic violence prevention, consumer and homeowner protections, access to education, and employment rights to eligible low-income individuals and families. We work with our clients and partners to identify and address root causes for systemic inequalities in Queens and throughout New York City. We provide civil legal services from our office in Jamaica, Queens. We are part of a network of local programs that make up Legal Services NYC, the largest free civil legal services provider in the United States.

### **Responsibilities:**

QLS is seeking a full-time receptionist. This position is anticipated to work in person out of our office in Jamaica, Queens. The responsibilities include all duties outlined in the collective bargaining agreement, including:

- Welcoming prospective clients and visitors to the office and directing them to the appropriate case handler 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 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;
- Performing preliminary intake or screening interviews, including preparation of appropriate forms, which may require occasional typing;
- Occasional filing;
- Duplicating, collating, and distributing materials.
- Translating for Limited English Proficiency callers and visitors or using telephone translation services as needed; and
- Other tasks as assigned are consistent with the collective bargaining agreement.

### **Experience and Qualifications**

The successful candidate will have:

- Experience and comfortability working with the public;
- Strong communication and organizational skills;
- Demonstrated ability to maintain a calm, helpful demeanor in a sometimes stressful and fast-paced environment;
- A positive attitude and collegiality;
- A high standard of professionalism;
- Confidence in making decisions and de-escalating situations;
- Proficiency in Microsoft Office and the ability to learn and adapt to new technologies; and
- Proficiency in a second language is highly preferred.

### **How to Apply:**

Interested candidates should email a cover letter, resume, and the names of three references with the Subject Line: "RECEPTIONIST" to [jobs@queenslegalservices.org](mailto:jobs@queenslegalservices.org). Only candidates selected for interviews will be contacted. No telephone calls, please.

QLS is an equal-opportunity employer and is committed to race, gender, and economic justice in our work and within our workplace. People of color, women, people with disabilities, LGBTQ+ people, and people over the age of 40 are welcome and encouraged to apply. QLS is a part of the Legal Services NYC network and provides competitive salary and benefits in accordance with the Legal Services NYC Collective Bargaining Agreement. Our staff are members of the LSSA/NOLSW UAW Local 2320.

All employees are strongly encouraged to continue to receive and maintain up-to-date COVID vaccinations unless they are unable to for medical or religious reasons.

Salary Range (Based on years' experience):

- Step 1-10: \$50,117 - \$61,914
- Step 11-20: \$62,907 - \$71,406

- Step 21+: \$74,112 - \$80,856
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