



Bilingual Receptionist/Legal Screener

Job Description

Pisgah Legal Services is a community-based non-profit corporation governed by a local Board of Directors. PLS is working towards an annual budget of \$11 million from a multitude of funding sources. Located in the Blue Ridge Mountains of Western North Carolina, Pisgah Legal Services (PLS) provides free civil legal assistance to low-income people in western North Carolina. PLS has offices in Asheville, Burnsville, Hendersonville, Rutherfordton, Brevard, Newland, Spruce Pine, Highlands/Cashiers and Marshall. With a dedicated staff of ninety-nine, including thirty-four attorneys plus supporting staff, and an active pro bono panel of 300 private attorneys, the program provides free services to more than 20,000 people per year to meet their basic needs, primarily in the poverty law areas of housing, public benefits, domestic violence prevention, health care, immigration, and consumer law.

PLS is seeking a full-time Bilingual Receptionist/ Legal Screener based out of our Charlotte Street office in Asheville, NC. Applicants should be passionate about promoting justice and overcoming barriers facing low-income people, be a creative and zealous team-player, and be committed to achieving lasting results for clients and low-income communities.

Responsibilities

- Serve as a receptionist.
- Provide high quality legal screening for prospective PLS Applicants.
- Accurately complete legal screening applications within the Legal Server System in a timely manner and monitor all generalist call-back lists and online applications.
- Respond to urgent requests for services and have the ability to flag issues for supervisory review.
- Coordinate and communicate with the Volunteer Coordinator on legal screening and use of volunteers, which will involve distribution of screening work and case flow coordination, as well as assisting in training of volunteer screeners and receptionist when needed.
- Spanish interpreting for Advocates

Qualifications

- Demonstrated fluency in English/Spanish required.
- Previous experience in interpretation required.
- Word processing skills.
- Experience with data entry.
- Ability to understand, remember, and carry out complex instructions.

- Experience in law office and cloud-based systems.
- Experience working and communicating with low-income population preferred.

Salary/ Benefits

Salary \$31,120 - \$48,339 based on years of experience.

Our salary scale is predetermined based on the years of relative professional work experience that qualify for this position to ensure equity in pay. Pisgah Legal Services is a Living Wage Certified Employer in 18 WNC counties: Avery, Buncombe, Burke, Clay, Cherokee, Graham, Haywood, Henderson, Jackson, McDowell, Macon, Madison, Mitchell, Polk, Rutherford, Swain, Transylvania and Yancey.

Pisgah Legal Services Pays 100% of the Employee Only and 50% of the Dependent Cost for BCBSNC Medical and Dental coverage. Pisgah Legal Services 50% of the Dependent Cost for BCBS Vision coverage. Employees are eligible for medical, dental and vision coverage the 1st of the month following the hire date. Pisgah Legal Services Pays 100% of Long-Term & Short-Term Disability Coverage, Life Insurance Coverage of 5x base salary + an additional \$15,000 Life & AD&D Coverage. 401k Retirement Plan with Company Matching available after 6 months of employment. Additional Fringe Benefits includes Paid Parental Leave, 12.5 Company Holidays, 22 Paid Leave Days, Employee Assistance Program and a great working environment with work life balance!

To Apply

E-mail resumé and cover letter describing relevant experience to employment@pisgahlegal.org.

PLS invites all applicants to include in their cover letter a statement about how your unique background and/or experiences might contribute to the diversity, cultural vitality, and perspective of our staff and legal services practice.

Pisgah Legal Services is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

As an Equal Opportunity Employer, we will provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with our Human Resources department.

COVID-19 Safety Information:

Throughout the COVID-19 pandemic, Pisgah Legal Services has worked tirelessly to promote evidence-based practices across our entire organization. With this in mind, as of January 4th, all Pisgah employees will be required to provide proof of their COVID-19 vaccine. Employees who are unvaccinated or have an approved exemption will be required to provide verified weekly COVID-19 test results. We currently have COVID-19 safety precautions in place such as working remotely as

our business allows, requiring face masks while meeting with clients or co-workers, providing outdoor meeting areas to meet with clients while wearing masks, limiting onsite visits by meeting virtually or by phone with clients. Pisgah Legal Services also conducts temperature checks at our location upon arrival.