



New Haven Legal Assistance Association, Inc. (NHLAA) seeks a bilingual office assistant.

NHLAA is a legal aid organization, founded in 1964 in the midst of the Civil Rights movement. We were established on the principle that everyone, regardless of race, income, or health, should have equal access to the justice system. We serve clients living in 22 cities and towns in the Greater New Haven and Lower Naugatuck Valley communities. Our clients are primarily people of color impacted by the legacy of structural racialization, systemic racism, and implicit bias, and now, increased risk of violence, housing instability, and lack of safety because they are disproportionately impacted by the COVID-19 crisis. They are children, low-wage workers, domestic violence survivors, individuals with disabilities, seniors, and immigrants.

**Required Duties:**

The bilingual office assistant will be required to engage in the following duties:

- Greeting clients, applicants or other visitors to the office.
- Answering telephones for the office.
- For all visitors and callers, giving appropriate information, making appointments, and directing and referring to appropriate staff members or other agencies.
- Handling and routing incoming and outgoing mail and internal communications.
- Coordinating forms, questionnaires, documents, faxes and statistics re: intake as needed.
- Light typing as related to the job description as needed.
- Performing minor maintenance on office equipment assigned or regularly used and securing other repairs on such equipment in accordance with LAA procedures
- Copying and collating which does not substantially interfere with performance of other duties.
- Assisting in training new personnel related to office assistant duties.
- Interviewing and inputting into Legal Files applications for Spanish speaking applicants and English, as needed.
- Being responsible for the pamphlets that are on display: ordering when needed; organizing and displaying.
- Assisting Intake Coordinator.
- Maintaining library log.
- Representing LAA in community out-reach and presentations - in and out of office.
- Performing such reception and clerical duties and preparing such reports and statistics as are logically or customarily related to the foregoing or are reasonably required for the operation of the office.

**Qualifications:** The following qualifications are required:

- Able to understand, interpret and translate Spanish and English as spoken and written.
- Good judgment, organization and efficiency.
- Capacity to learn and adapt.
- Dependability, initiative, motivation, and concern for interests of clients.
- Strong, positive interpersonal skills.
- Ability to enter and retrieve data on a computer.

**Compensation:** Salary depends on experience; excellent vacation/leave, health, and other benefits.

**Application:** Applicants should send a cover letter clearly describing their qualifications, resume, and the names and contact information for three references to [cgontarski@nhlegal.org](mailto:cgontarski@nhlegal.org).

Applications will be reviewed on a rolling basis and will be accepted until the position is filled.

It is the policy of NHLAA to provide equal employment opportunity (EEO) to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, or any other characteristic protected by federal, state, or local law.