



New Haven Legal Assistance Association, Inc. (NHLAA) is seeking a bilingual Office Assistant to join our office. As the first point of contact for clients, visitors, and callers, the Office Assistant plays a vital role in creating a welcoming and professional environment. This position is responsible for providing courteous front desk support, assisting with administrative tasks, and ensuring daily office operations run smoothly. The ideal candidate is organized, communicative, and committed to delivering excellent service with a positive attitude.

About New Haven Legal Assistance

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. Our clients are children, low-wage workers, victims and survivors of violence, 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:

- Dependable and Reliable
- Able to understand, interpret and translate Spanish and English as spoken and written.
- Proven work experience as a receptionist, front office representative, or similar role.
- Customer service attitude and professional demeanor.
- Ability to work independently and as part of a team.
- Ability to enter and retrieve data on a computer

Application Deadline

- We are accepting applications on a rolling basis and encourage candidates to apply as soon as possible.

Compensation

- Salary will be based on experience and in accordance with the collective bargaining agreement and the salary scale. For example, an employee with 5 years of experience will have a starting salary of \$45,560. We offer generous benefits, including a 403(b)-retirement plan; health, dental, vision, and short-term disability insurance; sick leave; vacation; and most observed state and federal holidays.

Application: Applicants should send a cover letter clearly describing their qualifications, resume, and the names and contact information for three references to

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

New Haven Legal Assistance is an Equal Opportunity Employer. We are committed to providing equal employment opportunities to all individuals regardless of age, race, color, national origin, citizenship status, disability (physical or mental), religion, creed, sex, gender, gender identity and/or expression, sexual orientation, marital status, genetic information, or any other characteristic protected by federal, state, or local law.