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<b>Position:</b>	Client Services Specialist I
<b>Type:</b>	Full Time
<b>Status:</b>	Non-exempt
<b>Reports To:</b>	Chief Program Officer
<b>Location:</b>	Durham, North Carolina
<b>Updated:</b>	4/7/2022

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### **Position Summary**

The Client Services Specialist supports the JusticeMatters' programmatic team in the delivery of trauma-informed legal services. The position serves as the initial point of contact for potential client callers and visitors to JusticeMatters, conducting intake with prospective clients, and provides referrals and resources to callers and to clients represented by JusticeMatters. The Client Services Specialist recognizes the diversity of the agency's client population and serves all individuals with consistent professionalism and commitment to the values of JusticeMatters.

### **Duties and Responsibilities**

- Complete client intake process in English or Spanish.
- Maintain a thorough and current knowledge of agency services, intake policies, and trauma-informed practices.
- Update agency's legal and non-legal referral lists and maintain resource materials for distribution to callers and clients.
- Work with programmatic team members to identify and facilitate referrals to partner organizations for clients and potential clients.
- Enter and maintain intake and relevant client data in the CRM database.
- Schedule client appointments, as needed.
- Provide interpretation service in Spanish.
- Welcome clients to the office .
- Provide back-up support to assist in answering incoming calls, providing basic information to callers, and transferring callers to appropriate staff, as needed.

- Assist with programmatic reporting for program monitoring and compliance, and reporting to funders and other key stakeholders.
- Other responsibilities as requested by the Chief Program Officer.

## **Qualifications and Requirements**

1. Bachelor's degree in human services, preferred.
2. 2-5 years of work experience (in a related field, preferred).
3. Strong interpersonal skills, cultural humility, and cross-cultural communication skills.
4. Experience serving individuals who have experienced trauma, preferred.
5. Excellent analytical and (written and oral) communication skills.
6. Biliteracy in Spanish and English.
7. Proficient in Google Suite and Microsoft Office Suite.
8. Proficiency in Salesforce or similar customer relationship management database or legal case software, preferred.
9. Responsible, self-initiating, and focused, with proven ability to work independently and also collaboratively within a team. Meticulous organizational habits with an ability to manage large amounts of information, establish priorities, and meet deadlines.
10. Demonstrated commitment to the values of JusticeMatters.
11. Support of the mission and vision of JusticeMatters.

## **About JusticeMatters**

JusticeMatters is a faith-motivated, nonprofit law firm that addresses the roots and repercussions of human trafficking. Founded in 2009 in Durham, North Carolina, we provide trauma-informed legal services throughout North Carolina and we promote just policies and practices impacting our clients and community. Since 2011 we have been at the forefront of efforts to integrate principles of trauma-informed care in the legal profession, recognizing that the way we provide legal services—not solely the legal results we secure—holds potential to promote the wellbeing of our clients and our workforce. Our team seeks justice, strives for excellence, upholds trauma-informed principles, embraces community, and is anchored in celebration. We envision the freedom and flourishing of all.

## **Compensation and Benefits**

- 20-30 days of paid time off, (used for sick, vacation, etc.), dependent upon length of service

- Health insurance coverage for employees 100% paid by JusticeMatters
- Health insurance for family members (paid by employee)
- Dental and vision insurance (paid by employee)
- 401(k) retirement plan
- Stipend for any required licenses and professional memberships required to conduct this position in North Carolina
- \$200 stipend toward continuing education
- Flexible work schedule
- Work remotely
- Paid sabbatical after seven (7) years of service, and five (5) years, thereafter

\*These details are for informational purposes; this is not an exhaustive list of benefits. Benefits are subject to policy or plan changes.

For more information please visit our website at [www.justicemattersnc.org](http://www.justicemattersnc.org) or contact LaToya King at [latoya@justicemattersnc.org](mailto:latoya@justicemattersnc.org). To apply, please send a cover letter and resume to [latoya@justicemattersnc.org](mailto:latoya@justicemattersnc.org).