



Position:	Client Services Specialist
Type:	Full Time
Status:	Non-exempt
Reports To:	Chief Program Officer
Location:	Durham, North Carolina
Updated:	2/28/2023

Position Summary

The Client Services Specialist serves as an integral member of JusticeMatters' programmatic team, supporting the delivery of trauma-informed legal services and providing related support services. The position reports to the Chief Program Officer and serves as the initial point of contact for prospective clients, conducting intake and providing referrals and resources. The Client Services Specialist affirms the dignity and worth of each individual who calls or visits JusticeMatters, serving all individuals with consistent professionalism and commitment to the Values of JusticeMatters.

Duties and Responsibilities

- Complete client intake process in English and Spanish.
- Enter and maintain intake data in the CRM database.
- Work with the Client Services team to identify and facilitate referrals for prospective clients.
- Update and maintain agency's referral lists within JusticeServer.
- Welcome clients and prospective clients to the office.
- Maintain a current and thorough knowledge of agency services, intake policies, and trauma-informed practices.
- Answer incoming calls, provide information to callers, and transfer callers to appropriate staff or intake line.

- Provide backup interpretation service for client calls and appointments in Spanish, as needed at the request of the Chief Program Officer.
- Coordinate with Case Specialists and prospective clients to schedule initial legal consultation for prospective clients.
- 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. Support of the Mission and Vision of JusticeMatters.
11. Affirmation of the Foundation of JusticeMatters.
12. Demonstrated commitment to the Values 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

- Paid time off, (used for sick, vacation, etc.), dependent upon length of service
- 4-day/32 hour work week
- 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 to cover all required licenses and professional memberships
- Access to robust and personalized professional development, including but not limited to professional conferences and ongoing psychoeducation for trauma-informed design/practice
- Flexible work schedule, with opportunities to work off-site
- Paid three-month sabbatical after seven (7) years of service, and every five (5) years thereafter

*These details are for informational purposes, and this list is not exhaustive. Benefits are subject to policy or plan changes.

For more information, please visit our website at www.justicemattersnc.org or contact Leigh Dauchert at leigh@strategichrsolutions.com.

Ready to Apply? Send a cover letter and resume to Leigh Dauchert at jobs@justicemattersnc.org.