

JusticeMatters

Position:	Client Support Specialist
Type:	Part Time
Status:	Non-Exempt
Salary Range:	\$25K - \$28K
Reports to:	Director of Education and Client Support Services
Location:	Durham, North Carolina
Updated:	12/10/2024

Position Summary

The Client Support Specialist serves as an integral member of JusticeMatters' Client Support Services team, supporting the delivery of trauma-informed legal services and providing related support services to clients and prospective clients. The position reports to the Director of Education and Client Support Services and serves as the initial point of contact for prospective clients, conducting intake, and providing appropriate referrals and resources for clients.

The Client Support Specialist affirms the dignity and worth of each individual who calls or visits JusticeMatters, serving all individuals with consistent professionalism and commitment to the Core Values of JusticeMatters.

Ideal candidates will have outstanding customer service skills and meticulous attention to detail. Candidates must be biliterate in Spanish and English. Position requires in-office work, with opportunity to work a few hours off-site.

Duties and Responsibilities

- Manage initial phone inquiries from potential clients and conduct the client intake process.
- Enter and maintain accurate and timely records in the CRM database according to internal protocols.
- Provide appropriate referrals for clients and prospective clients.
- Update and maintain agency's referral lists of provider agencies.
- Attend to the front desk in the reception area, welcoming clients and prospective clients to the office.
- Answer incoming calls, provide information to callers, and transfer callers to appropriate staff or intake line.
- Provide occasional interpretation and translation support for legal teams and clients, when requested by the supervisor.
- Track intake volume and trend data.
- Maintain a current and thorough knowledge of agency services, intake policies, and trauma-informed practices.
- Handle other tasks as requested by the Director of Education and Client Support Services.
- Generally promote JusticeMatters' mission and work.

Qualifications and Requirements

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

13. Affirmation of the Foundation Statement of JusticeMatters.
14. Demonstrated commitment to the Core 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*

- 2-day/16-hour work week
- 10 days of paid time off
- 2 days of paid sick leave
- 5 paid holidays
- Stipend for any required licenses and professional memberships
- Access to personalized professional development, including but not limited to ongoing psychoeducation for trauma-informed design/practice
- Opportunity to work a few hours off-site as agreed to with supervisor

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

For more information about JusticeMatters, please visit our website at www.justicemattersnc.org.

Ready to Apply? Send a cover letter and resume to Director of Business Operations, Santae Cooper, at santae@justicemattersnc.org.