SUPERVISOR: Legal Services Manager
HOURS: Full-time: Monday-Friday
CLASSIFICATION: non-exempt/hourly

JOB SUMMARY: Working under the direction of the Legal Services Manager the Legal Office Receptionist will answer telephones and direct calls to appropriate staff, greet visitors, ascertain purpose of visit, and direct them to appropriate staff. Keep legal office supplies stocked and in good condition. Have a working knowledge of how to operate office equipment, such as voice mail messaging systems, and use word processing, spreadsheet, or other software applications to prepare reports, invoices, financial statements, letters, case histories, or medical records.

QUALIFICATIONS:
- Ability to be a leader who can take direction and provide direction to others
- Commitment to the organizational mission and values of JRCHC
- Excellent verbal and written communication skills
- Strong organizational skills and attention to detail
- Proficiency in Microsoft Office programs
- Creativity and problem-solving capabilities
- Positive and engaging interpersonal skills
- Strong self-motivation
- Experience with MEDENT a plus
- Able to give full attention to what other people are saying, taking time to understand the points being made, and asking questions as appropriate.
- Knowledge of principles and processes for providing customer and personal services, including customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction
- Experience working with low-income, diverse, multilingual populations highly desired
- 1-2 years’ experience in reception a plus
- Fluent in French or Spanish highly desired

PRIMARY RESPONSIBILITIES:
- Answer the main phone line
- Keep legal waiting area and interior office orderly
- Receive and route messages or documents, to appropriate staff or clients
- Client input and schedule making in MEDENT
- Track client statistics
- Collect service related fees
- Manage inquiries for general information via phone/mail/email
- Assist Legal Services Manager with daily tasks or special projects

PHYSICAL REQUIREMENTS: Must be able to sit or stand for long periods of time. Exert up to 50 lbs, pushing, pulling or lifting. Walking, climbing stairs required. Able to talk/hear communicate with others with or without reasonable accommodation.

Interested candidates please send resume and completed job application (found at www.jrchc.org) to: Ashley Farrell, HR Assistant (ashley.farrell@jrchc.org), by mail to Ashley Farrell, HR Assistant 184 Barton Street, Buffalo, NY 14213, OR by Fax to 716-768-0216.

NO PHONE CALLS PLEASE. JRCHC IS AN EOE.