



www.midpenn.org

Support Staff
Lancaster, PA
Full-Time

Who We Are

MidPenn Legal Services is a civil legal aid law firm dedicated to providing high quality free legal representation to low-income individuals and victims of domestic and sexual violence across an 18-county area in south central Pennsylvania. Our vision is to advance access to justice to individuals who face social, economic and racial barriers in this geographic region through representation at all levels of the legal system in the areas of public benefits, landlord-tenant, foreclosure, consumer, family and elder law.

Position Description

The Support Staff position is full-time and will provide administrative support to the MidPenn Legal Services Lancaster service office. Job duties include but are not limited to answering phone calls, greeting, and assisting visitors and prospective clients, typing various letters, forms, and memoranda, opening case files, sorting, and processing mail, and completing routine office functions.

Qualifications

We are looking for a highly motivated individual who is passionate and strongly committed to helping the disadvantaged in our community with the following qualifications.

- Excellent administrative skills and telephone etiquette.
- Bilingual ability (English/ Spanish) is required.
- Ability to work well with the firm's clients and all walks of life while ensuring all clients and prospective clients are treated with dignity.
- Proficiency in the operation of all office equipment necessary for the performance of the duties and responsibilities of the position.
- Proficiency in completing intakes in the electronic case management system and basic familiarity with retrieving data through search screens.
- Dependable, competent, trustworthy and committed to providing legal services to low-income people.
- Able to exercise sound judgment, show initiative, and keep confidential information relating to clients.
- Good organizational skills and familiarity with typical office routines and procedures.
- Experience in a public agency or law firm, including screening clients and determining client eligibility is a plus.
- Demonstrated ability to work on a team, prioritize responsibilities, and manage and meet time-sensitive deadlines.
- Demonstrated proficiency with Microsoft Office Suite including Word, Excel and Outlook.

Compensation and Benefits

MidPenn Legal Services is an equal opportunity employer. Salary will be commensurate with years of experience.

MidPenn also provides excellent fringe benefits, including:

- Health, Dental and Vision insurance
- Short-Term and Long-Term Disability Insurance
- 12 paid Holidays per year
- 4 days paid personal leave
- 12 days paid annual leave in the first year
- Up to 84 hours of paid sick leave
- 403(b) retirement benefit with employer contribution after one year of employment

How to Apply

Interested persons should email a cover letter and resume to:

Rhodia Thomas, Executive Director

MidPenn Legal Services

mpsjobs@midpenn.org

Equal Employment Opportunity Policy

MidPenn Legal Services provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristics protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.