



[www.midpenn.org](http://www.midpenn.org)

Support Staff/Coordinated Intake  
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 / Coordinated Intake position is full-time and will be supporting a busy legal office in Lancaster, PA. The candidate for this position will primarily answer phones to screen applicants for eligibility for MidPenn's legal services. The position is responsible for scheduling in-house or phone appointments for attorneys and paralegals in the program. Other clerical duties will include typing, file maintenance, filing and time-keeping.

## Qualifications

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

- Excellent written and oral communication and interpersonal skills;
- Pleasant phone manner
- Customer service experience
- Interest and ability to work with a diverse client population of varying social, educational, racial and ethnic backgrounds;
- Demonstrated ability to work on a team, prioritize responsibilities and manage and meet time-sensitive deadlines;
- Bilingual ability (English/ Spanish) is required.
- Demonstrated proficiency with Microsoft Office Suite including Word, Excel and Outlook.

## Compensation and Benefits

MidPenn Legal Services is an equal opportunity employer. Salary is commensurate with years of experience based on a scale governed by our collective bargaining agreement. The current salary range for a Support Staff/CIU position with 1-4 years of experience is \$26,660 -\$29,213.

MidPenn also provides excellent fringe benefits, including:

- Health and Dental insurance (employer pays 85% of the premium)
- Short and Long Disability Insurance

- 14 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
- Attorney fees for licensing, local and state bar memberships and malpractice insurance

## How to Apply

Interested persons should email a cover letter, resume, and writing sample to:  
[mpsjobs@midpenn.org](mailto:mpsjobs@midpenn.org)