

JOB ANNOUNCEMENT

Position: Client Coordinator (Part Time)

Program: Intake

Reports to: Intake Manager

Bargaining Unit: Yes

FLSA: Non-Exempt

Type: Part-Time (25 hours per week)

Position Summary

The Client Coordinator works in a dynamic grassroots community law center and within a larger community of supporters, allies, and leaders advancing civil rights and social justice. The Client Coordinator is often the face of Centro Legal de la Raza (Centro Legal), as the first point of contact for clients and visitors. The job involves being present at the front desk and able to work simultaneously with clients, walk-ins, and staff. The Client Coordinator reports to the Intake Manager.

Primary Responsibilities

The Client Coordinator will be responsible for:

- Provide accurate information, referrals, and schedule appointments
- Manage and monitor client data collection, client database, update clients information, office phone, and calendaring systems
- Conduct client intake, needs assessment, and referral during drop-in and intake hours.
- Return voicemail calls and emails regarding needs for all our programs and legal clinics.
- Provide accurate information, referral and schedule appointments.
- Continues updating referrals.
- Manage and monitor client database- Salesforce calendaring systems
- Conduct client intake, need assessment and referral during drop -in and intake hours.
- Provide referrals as needed for walk in clients
- Provide appropriate proper materials and create office flyers and signs
- Intake staff will be alternating in checking fax@centrolegal.org and forwarding faxes to the appropriate person or team
- Intake staff will be in charge of putting up bilingual holiday signs on the door the day (or week) before the holiday according to the holiday schedule
- Check mail- Mail pick up and distribution of daily mail in both buildings.
- Recording an out- of the office greeting in the main voicemail when the office is closed
- Assist with Administrative tasks
- Other duties as requested by Intake Manager

Qualifications

First and foremost, the applicant must profoundly share Centro Legal's mission and vision of racial, economic, and social justice. Qualifications include:

- At least one year of experience working at a community-based organization committed to

serving low-income communities, Black communities, and communities of color preferred, but not required;

- Fluency in Spanish is required;
- Excellent word-processing and computer skills, including knowledge of Microsoft Word and Excel;
- Must be well organized, efficient, highly motivated, able to handle multiple tasks at once, work well under pressure, and take initiative;
- Must have outstanding written, verbal and interpersonal skills, superb attention to detail, and excellent phone manner;
- Ability to work independently as well as within a team;
- Experience working with low-income, immigrant, and monolingual Spanish-speaking communities; and
- Strong commitment to serving low-income and underserved communities, with an ability to relate to and communicate with a broad range of clients and colleagues.

Part time Schedule

Monday through Thursday, 25 hours per week.

Compensation

This is a non-exempt position that is competitive and commensurate with experience ranging from \$29.90-\$34.32.

Benefits and Perks

We offer a competitive and comprehensive benefits package to include: medical, dental, vision, long-term disability and life insurance.

- Medical coverage (Kaiser) will be provided at Centro Legal's expense covering 100%, and 50% for dependents, spouses, and partners. Our alternative health plans with United Health Care at an additional premium cost. (Employees must maintain a minimum of 20 hours per week for eligibility).
- Additional Benefits include: Health Care FSA, Dependent Care FSA, commuter benefits, pet insurance, and Employee Assistance Plan.
- PTO: Vacation: 0-1 year 16 days per year, 1-2 year 18 days per year, Over 2 years 23 days per year, (1) paid wellness days per month, 12 sick days per year. (These hours/days will be prorated to reflect part time status)
- Office Closure: 12 holidays + Winter break is 8 work days, to include the period from December 24th through January 1st
- 4 Day Workweek Pilot through December. During the pilot Centro's operating hours are Monday - Thursday, 9am-5pm.

To Apply

Review of applications will begin immediately and continue until the position is filled. Applicants should

apply without delay. To apply, send a brief cover letter, resume, and list of three professional references by email to jobs@centrolegal.org, with the subject line, **“Part Time Client Coordinator”**

POSITION OPEN UNTIL FILLED

COVID 19 Policy

Proof of completed Covid-19 vaccination to include both shots of a two-dose vaccination regimen, or one dose of a single-dose vaccine, will be required for all employees (except for reasonable accommodations due to medical and/or religious beliefs). All employees must provide HR with their vaccination QR Code by going to <https://myvaccinerecord.cdph.ca.gov/>.

About Centro Legal de la Raza

Founded in 1969 and headquartered in Oakland, California, Centro Legal de la Raza (Centro Legal) is a comprehensive legal services and advocacy organization protecting and advancing the rights of immigrant, low-income, and Latino communities through bilingual representation, education, and advocacy. We combine quality legal services with know-your-rights education, affirmative litigation, and youth development, ensuring access to justice for thousands of individuals and families each year throughout Northern and Central California. Centro Legal’s multifaceted approach to legal advocacy on behalf of the most vulnerable amongst us is purposefully designed to ensure access to justice. To this end, we pride ourselves in the three key components of our work: creating leadership, empowerment, and equity in our community. We focus on leadership by providing guidance and mentorship to the next generation of attorneys and judges of color through our Youth Law Academy and Diversity Legal Pipeline programs. We incubate community empowerment by advocating for positive change in local and state governments, creating meaningful dialogue on issues through our communications and media strategies, and by engaging in true, collaborative based, community lawyering. Finally, we ensure equity through high quality bilingual legal services and courtroom advocacy.

For more information, visit our website: <https://centrolegal.org/>

Diversity Statement

Centro Legal is an equal employment opportunity employer and shall not discriminate on the basis of race, color, religious creed, sex (including pregnancy), gender, national origin, ethnicity, ancestry, citizenship, age, medical condition including genetic characteristics, mental or physical disability, service in the uniformed services or veteran status, marital status, family responsibilities, caregiver status, sexual orientation, gender identity (including transgender status), gender expression, weight, height, linguistic characteristics (such as accent and limited English proficiency where not substantially job-related), citizenship status, status as a victim of domestic violence, sexual assault, or stalking, HIV/AIDS status, conviction/incarceration history (subject to any requirements, exceptions or limitations provided for in the Fair Chance Act or other applicable federal, state, and local law), political affiliation, Union activity, or any other basis prohibited by law. Centro Legal also prohibits discrimination based on a perception that an individual has any of the characteristics of the protected classes listed above, and further prohibits discrimination against an individual who is

associated with a person who has, or is perceived to have, any of those characteristics.