



JOB POSTING
Intake Specialist
Ombudsman
(Internal and External)

For over 50 years, Legal Aid Chicago has provided free civil legal assistance to people living in poverty in metropolitan Chicago. Each year our attorneys, volunteers, and staff help resolve civil legal problems, including domestic violence, consumer fraud, and unfair evictions. Legal Aid Chicago was founded on the philosophy that all individuals are entitled to quality civil legal representation, regardless of their income. We work to ensure that poverty is not an impediment to justice by dismantling the legal barriers that perpetuate inequality. Legal Aid Chicago staff live our mission through our core values of equity, excellence, inclusion, kindness, and respect.

Position: Legal Aid Chicago is seeking a full-time Intake Specialist in the Ombudsman Project. The position will begin with 100% remote work, but may be required to come to the office located in downtown Chicago as our office reopens.

Responsibilities:

The Ombudsman Intake Specialist responds to all initial complaints to the Legal Aid Chicago Ombudsman Project, enters appropriate complaints in our electronic case management system, conducts telephone interviews to determine eligibility, gather basic case facts, and identify basic problems. Complaints come in by phone and e-mail. Intake specialists give limited advice and referrals under the direction and supervision of attorneys.

Qualifications:

Applicants must have:

- A high school diploma
- Computer proficiency, including familiarity with Microsoft Office applications
- Excellent interpersonal, communication and organizational skills
- The ability to work well under pressure, and to learn and retain new information

Fluency in a second language is a plus.

Salary: Commensurate with experience. Legal Aid Chicago offers a comprehensive benefits package, including low-cost employer-paid health plan options, employer-provided group life and long-term disability insurance, fitness center access, generous paid time off, and much more.

To Apply: Send your cover letter, resume, and the contact information of two professional references to: resume@legalaidchicago.org. Please place “**Intake Specialist**” in the subject line of your e-mail. Applications will be reviewed on a rolling basis, and the position will remain open until filled. No phone or agency calls, please.

Legal Aid Chicago is firmly committed to creating a diverse workplace and is proud to provide equal employment opportunities to all applicants and therefore does not discriminate on the basis of creed, color, national origin, sex, gender identity, sexual orientation, age religion, marital or parental status, alienage, disability, political affiliation or belief, military or military discharge status, or ex-offender status. Applicants who have experiences with our client communities are encouraged to apply.