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NOTICE OF JOB OPPORTUNITY

Announcement Date:	10/24/2024
Entity:	New Mexico State Bar Foundation
Closing Date:	Until Filled
Position:	Bilingual Full-Time Telephone Helpline Intake Screener for the New Mexico State Bar Foundation Helplines
Salary:	\$17-\$19 per hour (depending on experience and qualifications)
Location:	Albuquerque, NM

POSITION OVERVIEW

Do you find it fulfilling to help others and make a difference in your community? Does it bring you joy to be part of a team that aids people in finding solutions to their problems? Then this position may be a good fit for you. The New Mexico State Bar Foundation seeks a full-time Bilingual Telephone Helpline Intake Screener to answer Bar Foundation Legal Helpline incoming calls, conduct/complete intakes and establish case files in the Legal Services Programs electronic case management systems. This position will primarily serve the Modest Means Helpline (MMH) helpline with occasional intake duties for the Legal Resources for the Elderly Program (LREP).

The successful applicant must have excellent communication, customer service, and organizational skills. Minimum high school diploma required. **Fluency in Spanish is required.** Generous benefits package. \$17-\$19 per hour, depending on experience and qualifications. To be considered, submit a cover letter and resume to hr@sbnm.org. Equal Opportunity Employer. *See below for details and application instructions.*

DUTIES AND RESPONSIBILITIES

- Answer incoming calls and complete initial screening for program eligibility.
- Complete intakes for all eligible callers including accurately collecting all caller information; creating an appropriate record in the Legal Services Programs electronic case management system; and notifying staff attorneys of the intake.
- Perform other various responsibilities as assigned by the MMH Managing Attorney, the Legal Services Program Coordinator, and staff attorneys such as preparing for and staffing other program events.
- Provide occasional clerical assistance to staff attorneys and legal assistants as assigned.
- Occasional staffing of Legal Services Programs workshops and legal fairs.

MINIMUM REQUIRED EXPERIENCE/QUALIFICATIONS

- High School Diploma or equivalent certification.
- General knowledge of multi-phone systems, computer systems, including word-processing and database programs.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Excellent customer relations and communication skills, both verbal and written, for dealing with members of the public and attorneys.
- Clerical and organizational skills.
- Administrative skills, including ability to organize workload and effectively manage several areas of responsibility.
- Ability to work in a variety of capacities.
- Ability to determine priorities and advise supervisors when conflicts in priorities exist.
- Ability to maintain composure in stressful situations.

CONDITIONS OF EMPLOYMENT

- Employees must be United States Citizens or eligible to work in the United States.
- Employment with the State Bar is on an “at-will” basis.
- Employees are required to adhere to all State Bar policies and procedures.
- The State Bar provides reasonable accommodations to applicants with disabilities.
- This position qualifies for partial telecommuting (may not be available during certain times throughout the year).

BENEFITS

The State Bar provides a generous benefits package to full-time employees including:

- Fourteen paid holidays
- Paid Time Off (PTO) in the amount of 20-32 days per year, depending on length of service.
- Optional participation in benefits plans including:
 - Health Insurance
 - Dental Insurance
 - Group Life Insurance
 - Short-Term and Long-Term Disability
 - Flexible Spending Account
 - Other Optional Benefits
- Retirement Savings (401k)
- Wellness Benefit Program
- Employee Assistance Program
- Partial Telecommuting Schedule (may not be available in certain classifications/positions or during certain times throughout the year)

APPLICATION INFORMATION

Qualified applicants **must submit a cover letter and resume by email to HR@sbnm.org**

Please use the following naming convention in your subject line: “Your Name” – Telephone Helpline Intake Screener

Applications must be submitted in ONE PDF document.

Illegible, incomplete and/or incorrectly submitted applications may result in loss of consideration for the position. Zip files will not be accepted. Only qualified applicants will be considered for this position and are encouraged to

apply. Only applicants selected for an interview will be contacted and must travel at their own expense. The State Bar of New Mexico reserves the right to amend or withdraw any announcement without written notice to applicants. If a subsequent vacancy of the same position becomes available within a reasonable time of the original announcement, the State Bar may select a candidate from the original qualified applicant pool.

By submitting an application, you are certifying that information set forth in your application is true and complete. Any falsified or misrepresented statements in any detail, at any time during the pre-hire process shall be considered sufficient cause for disqualification from further consideration for hire or for dismissal at any time, if employed.

This position is not eligible for relocation assistance.

THE STATE BAR OF NEW MEXICO IS AN EQUAL OPPORTUNITY EMPLOYER

