Bilingual Intake Specialist

Community Legal Center · Memphis, TN · Full-time · $38,000/year

The Role

The Community Legal Center (CLC), a 501(c)(3) nonprofit legal services organization, is seeking an Intake Specialist who shares our commitment to justice for low-income and vulnerable people. You will be the first voice many clients hear: guiding them through intake, connecting them to the right help, and helping our team serve more people.

What You'll Do

- Answer the intake hotline, return calls and voicemails, screen prospective clients, and compile monthly call statistics
- Interpret between English and Spanish for clients and staff
- Answer the door and welcome visitors
- Represent CLC at community outreach events
- Other duties as assigned

What You'll Bring

- Fluency in spoken and written English and Spanish
- At least two years of college or equivalent work experience
- Proficiency with Google Workspace and Microsoft Word, Excel, and PowerPoint
- Organized and self-directed, able to juggle priorities
- Collaborative and open to feedback, and comfortable working with people from all walks of life
- Discretion with confidential and sensitive information

Benefits

Health insurance (CLC pays 50% of premiums) · 3 weeks paid time off · Most federal holidays, plus office closure between Christmas and New Year's · Paid parking

How to Apply

Email a cover letter and resume to Betsy Prendergast, Executive Director, at betsyp@clcmemphis.org with "Bilingual Intake Specialist" in the subject line. Applications submitted through LinkedIn will not be considered.

The Community Legal Center is an equal opportunity employer and does not discriminate on the basis of race, color, religion, sex, gender identity, national origin, age, disability, genetic information, veteran status, or any legally protected status.