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**November 24, 2020**

## **Veterans Legal Services Job Posting**

### **Administrator Position**

Join an award-winning and growing organization dedicated to improving the lives of military veterans through civil legal services!

#### Modifications due to COVID-19 pandemic:

- *The position will be conducted primarily remotely through spring 2021 and is anticipated to be conducted in person thereafter, pending recommendations of public health officials.*
- *While VLS's physical office is presently closed, applicants should anticipate commuting to the office in Boston near North Station beginning in spring 2021.*

#### **Position overview:**

The Administrator works closely with senior management and staff to complete various tasks associated with the following: veteran screening and intakes, client cases, office management, fundraising, and volunteers. This individual will be the first point of contact for prospective clients and external parties and will work to ensure efficient day-to-day operations of a small law office and non-profit organization.

#### **Primary tasks include but are not limited to:**

Acting as first point of contact for veterans seeking services (via phone, website, social media, or other means) and all external parties; conducting eligibility screenings and legal issue spotting/triage (training provided); completing intakes with eligible veterans; providing productive referrals to ineligible individuals; assisting with outreach to ensure eligible veterans and their supportive services providers are aware of VLS programs; maintaining client files including client/case data in Salesforce; relaying messages from attorneys to clients and volunteers; recommending and implementing procedures to ensure efficient day-to-day operations that are responsive to veterans' needs and take into account VLS's limited resources.

#### **Secondary tasks include but are not limited to:**

Distributing mail and faxes; maintaining office inventory; organizing the office as needed; drafting letters to clients; performing client case closure surveys; assisting with training and coordinating volunteers, interns, or other staff; assisting with event planning and execution; assisting with fundraising tasks.

Assuming strong performance, the Administrator position may be enriched through assisting with aspects of client representation and attending outside education courses at VLS expense.

**Required Skills & Qualifications:**

- A Bachelor's degree
- Ability to work productively in current remote work environment
- Customer service experience
- Excellent written and oral communication skills
- Highly organized, reliable, and flexible with strong multi-tasking and prioritization abilities
- Strong attention to detail and accuracy
- Proficiency in Microsoft Office and G-Suite, with ability and willingness to learn additional online tools, applications, and technologies
- Self-starter with a positive, can-do attitude who will work effectively independently as well as part of a team
- Ability to take ownership over tasks and work diligently to follow through
- Professionalism and strict adherence to client confidentiality
- Courteous demeanor with both excellent judgment and a strong sense of humor
- Sensitivity to the circumstances of low-income individuals
- Ability to work effectively with a diverse range of individuals, including clients, law students, volunteers, attorneys, board members, and donors
- Willingness to participate as part of a team effort and assist with reasonable tasks as needed in fulfillment of VLS's mission
- Excitement for VLS's mission

**Preferred Skills & Qualifications:**

- Experience working at a non-profit organization or law office
- Experience with Salesforce

**Compensation:**

The Administrator salary range is \$35,000 - \$45,000 annually, dependent on experience. Benefits may include health insurance, short-term disability insurance, long-term disability insurance, generous sick, personal, vacation, and holiday schedule, 401K employer match, partial phone reimbursement, pre-tax MBTA pass program, and continuing education opportunities.

**Diversity and Inclusion:**

Veterans Legal Services highly values diversity and encourages applications from individuals of diverse backgrounds and experiences. Individuals who identify as LGBTQ, veterans, and people of color are strongly encouraged to apply.

**Application Instructions:**

Interested candidates should submit a resumé *and* cover letter to [AdministratorPosition@veteranslegalservices.org](mailto:AdministratorPosition@veteranslegalservices.org). VLS is unable to respond to phone or social media inquiries. Applications will be considered until the position is filled, however VLS prefers to fill the position by January 15, 2021.