

INTAKE COORDINATOR

ANCHORAGE, ALASKA

Alaska Legal Services Corporation (ALSC) is recruiting for a full-time (35 hours per week) Intake Coordinator in the Anchorage office. ALSC's Statewide Intake Line manages a high volume of calls from all regions of Alaska. The Intake Coordinator is responsible for responding to intake line calls, screening and performing intake of calls, making referrals for callers, communicating verbally and in writing to support client advocacy, maintaining accurate and detailed records of calls and intakes, and communicating with legal staff in ALSC's offices to ensure proper transfer of cases.

Required: High school diploma or Equivalent; Computer proficiency (Windows operating system, Microsoft Office, Google Workspace, Internet, e-mail and data entry); and knowledgeable in providing trauma-informed services. The **Intake Coordinator** manages a high volume of calls, working effectively with individuals in crisis both via phone, and in-person, and is skilled in providing excellent customer service in a fast-paced work environment.

Highly Desired: Bachelor's degree in a related field; paralegal or case management experience; prior experience dealing with individuals in crisis; and familiarity with cross-cultural situations.

Hourly Wage is \$26.71-\$40.07 DOE. Generous benefits and leave package provided, including partial reimbursement of relocation expenses. Personal leave begins at six weeks per year for a full-time employee. ALSC observes 15 paid holidays.

Applications: ALSC is proud to be an equal opportunity employer. We are committed to building a culturally diverse and inclusive workplace and strongly encourage women, persons of color, LGBTQ individuals, veterans, persons with disabilities, and persons from other underrepresented groups to apply. Review of applications will begin immediately and continue until the position is filled. Please email a cover letter and resume that includes three professional references to: **Careers@alsc-law.org**.

About Alaska Legal Services Corporation (ALSC): As a private, nonprofit law firm, the mission of ALSC is to provide civil legal aid to those who cannot afford it. Through our work, we empower people and communities throughout Alaska to protect their safety, their health, and to promote family stability. Through advocacy, education, collaboration, and litigation, we empower individuals, protect fundamental rights, strengthen communities, create opportunities, and achieve justice.