



February 5, 2025

**ADMINISTRATIVE SECRETARY / LEGAL ASSISTANT (AS/LA)
HOUSING UNIT**

Greater Boston Legal Services (GBLS) is an Affirmative Action / Equal Opportunity / Accessible Employer and strives to ensure that our staff members reflect the diversity of the communities we serve.

Greater Boston Legal Services (GBLS) seeks a staff member to join its Housing Unit with a primary focus on intake and limited administrative functions, only as needed.

The Housing Unit's work focuses on representing low-income tenants facing housing instability. We receive multiple calls every day from applicants seeking legal assistance and our intake team is the first point of contact for most applicants. Our intake team provides a professional, welcoming, and supportive intake process.

This hybrid full-time position is based in our Boston office and may allow employees to work remotely several days per week.

Responsibilities: The responsibilities will include assisting applicants through the eligibility screening process; collecting all information necessary for case evaluation and further service by Housing Unit advocates; providing referral information to applicants, where applicable; handling confidential client information discretely; entering confidential client information into our case management system; interacting with applicants, clients, staff, community partners, and the public in an empathetic, supportive, professional, and welcoming manner; providing assistance with administrative and support functions as needed by the Housing Unit.

Qualifications: We are looking for a candidate with good written and oral communication skills, who is comfortable with technology and can learn quickly how to use new programs. Candidates should demonstrate commitment to serving low-income and diverse communities, in a professional and empathetic manner.

Familiarity with LegalServer and Windows Office Suite (Word, Excel, etc.) is preferred.

Prior experience in legal services or similar advocacy or human services organizations is preferred. Prior experience with telephone service in a high call volume environment, is preferred. Candidates with lived experience of displacement and housing instability are strongly encouraged to apply.

Fluency in one or more languages spoken by GBLS clients (e.g., Portuguese, Spanish, Haitian Creole) is a plus.

Compensation and Benefits: Salary is based on a union scale for administrative and secretarial staff (AS/LA), for example, an AS/LA with 3 to 6 years of experience (including certain educational experiences) would earn between \$46,000 to \$49,000, with an additional \$950 annual payment for second language ability. GBLS offers a generous benefits package including low-cost comprehensive health insurance, paid time off, and ongoing professional development opportunities.

Application: Candidates should submit a resume and a letter of interest to the Human Resources Department via e-mail at jobs@gbls.org. Please refer to Job Code: **HU-ASLA** when applying for this position.

Applications will be reviewed on a rolling basis after **February 19, 2025**.

GBLS values diversity and encourages applicants from a broad range of backgrounds and experiences.