

Ph. (717) 262-2326
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FRANKLIN COUNTY LEGAL SERVICES

336 Lincoln Way East
Suite B
Chambersburg, PA 17201

Service Facilitator

Description of Position:

The Service Facilitator role offers a great opportunity for the qualified candidate to work in the social justice field at a nonprofit organization. Our team provides free legal services in civil matters to low-income individuals. Since civil legal problems can seriously affect family, housing, livelihood, safety, liberty, human rights, and other basic needs, Franklin County Legal Services is here to help. Although we assist with all types of civil legal matters, the primary cases we accept for direct representation are immigration, landlord/tenant, and custody cases. The Service Facilitator would serve a critical role in making our important work possible.

Hours:

Monday – Friday, 8:30 a.m. to 4:30 p.m., 35 hours per week, generous paid leave/holiday time, health insurance or health insurance opt-out incentive

Required Knowledge, Skills, and Abilities:

Bilingual in Spanish/English

Detail-oriented, organized, self-motivated, and able to multi-task

Competency in modern office practices and equipment

Good social skills and the ability to work well with clients, volunteers, and staff

Job Duties:

- Answer the telephone, direct calls, and give details to callers about Application Hours;
- Greet and direct office visitors and give information about Application Hours to visitors;
- Screen individuals over the phone during Application Hours;
- Schedule intake appointments and prepare paper files;
- Interpret/translate for other staff members;
- Enter data in case management software;
- Scan and maintain files;
- Maintain copies of office materials for staff and waiting area;
- Process incoming mail;
- Monitor/maintain copy machine and other office machines; and
- Assist attorneys and other staff as needed.

How to Apply:

Submit resume and cover letter to Gloria Keener, Executive Director, via e-mail at:

gloria@fcls.net

Subject Line: Service Facilitator Position

