

## Position Announcement

We are excited to announce a job opportunity for the position of **Intake Specialist** at Legal Aid of North Carolina.

**Position Title:** Intake Specialist

**Employment Type:** Part-Time, Non-Exempt (25 hours per week -Benefits Eligible)

**Location:** Raleigh, North Carolina (Central Intake Unit)

**Application Deadline:** July 3, 2026

**About us:** Legal Aid of North Carolina is a statewide, nonprofit law firm that provides free legal services in civil matters to low-income people to ensure equal access to justice and to remove legal barriers to economic opportunity.

Legal Aid is an innovative, creative, progressive, and efficient civil legal service provider to the poor, working towards an inclusive justice system of equal access. All voices are valued, heard, and respected.

**Who we are looking for:** We are seeking a part-time intake specialist to join the intake team located at the Helpline office of Legal Aid of North Carolina (LANC). Our team is an energized and enthusiastic team of professionals that screens potential clients via telephone and online applications for their eligibility based on their finances, conflict of interest, and substantive matters in accord with Legal Services Corporation regulations and LANC policies. Our team is at the frontline of all operations within LANC that is responsible for opening client cases.

**Why this role matters:** This role is critical to ensure that potential clients are quickly screened for eligibility and connected to appropriate legal services so that urgent legal needs are identified and addressed without delay.

### What you will do:

- Screen clients in a timely manner. A delay during client intake affects the distribution of work to every staff attorney and pro bono coordinator in LANC.
- Quickly, but accurately, screen potential clients via telephone, online applications, and referrals received, for their eligibility, for possible conflicts and case priority.
- Notify LANC's centralized case distribution of the eligible client and provide a short description of relevant aspects of their legal matter.
- Perform specialized intakes for LANC projects and provide feedback on how to optimize and streamline these processes from the frontline perspective.
- Work collaboratively with the Intake Team Lead and team to ensure the effective delivery of services.
- Provide mission focused client and customer services to callers.



- Provide support to the Intake Team Lead, Supervising Attorneys, and Director of Intake and Client Services, as necessary.

### **What you will bring to Legal Aid of North Carolina:**

- High School diploma at a minimum.
- Experience in customer service, call center, or client intake environments with extensive client contact.
- Strong communication and excellent interviewing skills, with the ability to efficiently and patiently engage callers.
- Ability to work effectively with clients and support the delivery of civil legal services.
- Ability to multitask and manage time effectively in a fast-paced, high-volume environment.
- Strong judgment, reliability, and ability to exercise discretion.
- Self-motivated with the ability to set and meet deadlines.
- Honest, trustworthy, adaptable, and open to feedback.
- Bilingual in English and Spanish preferred.

### **What we offer:**

- **Compensation:** The pay rate for this role is \$21.00 per hour, Part Time 25 hours per week.
- **Health Benefits:** Comprehensive medical, dental, and vision coverage for employees and eligible dependents.
- **Retirement Plan:** 401(k) plan with a discretionary employer contribution.
- **Flexible Work Environment:** A culture that promotes work-life balance, flexibility, and overall employee well-being.
- **Paid Leave:** Generous paid time off and recognized holidays.
- **Paid Parental Leave:** Up to 12 weeks of paid parental leave for eligible employees.
- **Insurance Coverage:** Employer-paid life insurance and short- and long-term disability coverage.
- **Employee Assistance Program (EAP):** Access to confidential counseling and support services.
- **Professional Development:** Ongoing opportunities for leadership development and career growth.

### **How to apply:**

Legal Aid of North Carolina believes all our professionals bring unique approaches and ideas to solving problems and advancing our mission.



If this is the work environment you would like to join, we invite you to apply for this wonderful opportunity. Please submit a cover letter and resume with the subject line “**Intake Specialist – Part Time**” and the posting number: **202606-459** to: [jobs@legalaidnc.org](mailto:jobs@legalaidnc.org).

Professional reference checks and a pre-employment background check will be conducted as a condition of employment.

**Equal Opportunity Employer**

Legal Aid of North Carolina is an equal opportunity employer. We welcome all qualified applicants and make employment decisions based on experience, qualifications, and organizational needs.