# Position: Bilingual Paralegal & Intake Specialist

Memphis Area Legal Services, Inc. (MALS) is seeking a motivated, compassionate, and detail-oriented Bilingual Paralegal & Intake Specialist to join our team. This position combines client intake responsibilities with substantive paralegal support and offers an opportunity to work directly with clients and attorneys to address critical civil legal needs. The Bilingual Paralegal & Intake Specialist plays a critical role in expanding access to justice for low-income and elderly individuals throughout our service area by assisting with client intake, case management, legal support services, and community outreach. The ideal candidate will be fluent in both English and Spanish, possess strong interpersonal and organizational skills, and have a passion for serving the community.

**Key Responsibilities:**

**Paralegal and Case Support**

- Assist attorneys with case preparation, document collection, and client communication.
- Conduct client interviews and gather information necessary for case evaluation and ongoing representation.
- Assist with document collection, translation, and communication with Spanish-speaking clients throughout the representation.
- Draft correspondence, legal forms, pleadings, affidavits, summaries, memoranda, and other documents for attorney review.
- Assist with legal and factual research.
- Maintain case files, litigation materials, and supporting documentation.
- Maintain accurate case notes and timely enter required data into case management system.
- Track deadlines, court dates, appointments, and other case-related events.
- Assist attorneys in preparing for hearings, trials, administrative proceedings, mediations, and legal clinics.
- Participate in community outreach events, legal clinics, and educational programs.

**Intake and Client Services**

- Conduct telephone and in-person intake interviews in English and Spanish to gather information regarding legal issues and determine eligibility for legal services.
- Explain intake procedures to applicants in a professional and culturally competent manner.
- Process intake applications from telephone screenings, walk-in applicants, legal clinics, and community partner referrals.
- Communicate with clients, courts, community partners, and service providers in a professional and courteous manner.

**Minimum Qualifications:**

- Fluency in both English and Spanish, including the ability to communicate effectively with clients in both languages.
- Associate's degree, paralegal certificate, bachelor's degree, or equivalent combination of education and experience required.
- Strong customer service and client communication skills.

- Strong phone etiquette with the ability to communicate clearly and professionally.
- Excellent organizational skills with keen attention to detail.
- Ability to work effectively in a fast-paced environment while maintaining accuracy and managing multiple priorities.
- Proficiency with Microsoft 365 applications.
- Ability to handle sensitive and confidential information with discretion.
- Demonstrated interest in serving low-income and elderly populations.

**Preferred Qualifications**

- Prior legal, intake, social services, or customer-service experience.
- Experience working in a legal services organization, law firm, court, nonprofit organization, or public interest setting.
- Familiarity with legal case management software and electronic file management systems.
- Experience assisting Spanish-speaking clients in a legal, healthcare, social services, or customer-service environment.

**Compensation and Benefits**

- Competitive salary commensurate with experience.
- Comprehensive benefits package
- Professional development and training opportunities.

**How to Apply**

Please submit a cover letter, résumé, and three (3) professional references to Memphis Area Legal Services, Inc. via email at HR@malsi.org with the Subject Line: "Bilingual Paralegal & Intake Specialist Application – [Your Name]."

In your cover letter, please indicate your Spanish-language proficiency and any experience serving Spanish-speaking clients.

Applications will be reviewed on a rolling basis until the position is filled.