



Erie County Assigned Counsel Program

Job Title:	Intake Specialist	Job Category:	Non-exempt
Department/Group:	Intake	Job Code/ Req#:	
Directly Reports to:	Intake Team Leader	Supervises:	None
Location:	Office – 8 am to 4 pm	Travel Required:	None
Level/Salary Range:	\$37,440-\$39,000	Position Type:	Full-time
Job Description			
<p>ROLE AND RESPONSIBILITIES</p> <ul style="list-style-type: none"> • Answering incoming phone calls • Enter data from AOD Criminal Courts • Enter data from Family Court petitions and emails. • Respond to inquiries from the Courts, Legal Aid, Office of the DA, Town Prosecutors, panel attorneys and clients. • Send text messages to clients with their attorney’s name and contact information. • Back-up to the Parole/Appeals/Intake Specialist • Liaison between clients and Intake Team Leader • Perform other duties as assigned. <p>QUALIFICATIONS AND EDUCATION REQUIREMENTS</p> <p>High school diploma or equivalent. One year or more office experience. Experience using Microsoft Office, Adobe, and Microsoft Outlook.</p> <p>PREFERRED SKILLS</p> <p>Customer service skills; attention to detail; organization skills; accuracy and spelling; ability to stay focused or on tasks; work well with others; ability to take direction; ability to multi-task. Legal background beneficial.</p> <p>ADDITIONAL NOTES</p> <p>The Assigned Counsel Program is an Equal Opportunity Employer.</p>			
Reviewed By:	Jill Crist	Date:	September 21, 2023
Approved By:	Michelle Parker	Date:	September 21, 2023
Last Updated By:	Taylor Leicht/M. Parker	Date/Time:	July 30, 2024