



Job Announcement: Client Relations Associate

About Us

Founded in 1969, Lawyers Alliance for New York is a leader in the field of business law and transactional pro bono. It provides legal assistance to nonprofit organizations and social enterprises that improve the lives of low-income and disadvantaged New Yorkers. With a talented staff of 24, annual budget of \$3.8 million, and 2,000 legal volunteers, Lawyers Alliance serves more than 1,000 organizations each year. This legal assistance translates to stronger nonprofit programs, finances, and operations. Lawyers Alliance also is active in nonprofit advocacy and national business law pro bono leadership.

Client Relations Associate Position

Lawyers Alliance seeks a Client Relations Associate to join our well-respected and dedicated staff and serve as a key liaison between Lawyers Alliance and the nonprofit organizations it assists throughout the City's five boroughs.

Responsibilities

- Develop and implement client outreach activities, including research, oral, written, and social media strategies, to help Lawyers Alliance reach and serve more nonprofit groups, and represent Lawyers Alliance at visibility-raising events.
- Coordinate Lawyers Alliance's client intake and screening process for new, existing, and returning clients, including the review of requests for legal assistance, communications with prospective clients, creating and maintaining client and case files, and framing of pro bono projects for volunteer attorneys.
- Update and use a relational database that tracks clients, volunteers, donors, alumni, and event information, and generate related database reports to advance programming.
- Monitor case activity and troubleshoot as needed to ensure the delivery of high-quality services and a positive client/volunteer experience.
- Work closely with Pro Bono Associate and Pro Bono Counsel, and assist with pro bono placement activities as necessary, to help leverage volunteer talent and better serve nonprofits.
- Administer and utilize information from case closing surveys and outcomes measurement system for client outreach, quality control, program improvement, and marketing that reflects the impact of Lawyers Alliance's services.
- Administer a Resource Call Hotline, whereby staff attorneys answer inquiries and provide information about nonprofit law and nonprofit legal issues.
- Work on additional other program, fundraising, and special projects as assigned.

Experience and Attributes

- Bachelor's degree or equivalent; and at least two to four years of relevant post-college work experience in a fast-paced environment.
- Excellent communication, customer service, time management, and organizational skills.
- Adept with relational databases and digital management; pays close attention to detail.
- Is a proactive and flexible thinker and is able to work collaboratively with multiple stakeholders.
- Interest in and enthusiasm for New York's nonprofit sector.

Next Steps

This is a wonderful opportunity to join a deeply committed team engaged in some of New York City's most exciting public interest work. This position offers competitive compensation and strong benefits. Anticipated annual salary range is \$60,000 to \$63,000 depending on experience.

Interested candidates should submit a cover letter and resume to clientrelationssearch@lawyersalliance.org as soon as possible. Provide a brief explanation in your cover letter of what interests you in this position at this time and how your interest or experience relates to Lawyers Alliance's work.

Lawyers Alliance for New York is committed to providing a diverse and inclusive environment and is an Equal Opportunity Employer. This position involves certain in person activities; COVID-19 vaccination required.

This position is being announced in late October 2022 and can begin as soon as possible.