



Job Announcement: Client Relations Associate

About Us

Founded in 1969, Lawyers Alliance for New York (<http://www.lawyersalliance.org>) is the leading provider of business and transactional legal services for nonprofits and social enterprises that are improving the quality of life in New York City neighborhoods. The organizations served provide housing and shelter, stimulate economic opportunity, improve urban health and education, promote community arts, and operate and advocate for vital programs that benefit low-income New Yorkers of all ages. Each year, our staff, joined by 2,200 volunteer attorneys from a network of 150 law firms and corporations will assist hundreds of organizations. The result is stronger nonprofit programs, finances, and operations.

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

- Assist with Lawyers Alliance's client intake and screening process for new, existing, and returning clients, including the processing requests for legal assistance, creating and maintaining client and case files, and framing 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 to ensure the delivery of high-quality services and a positive client/volunteer experience.
- Work closely with Pro Bono Associate and assist with pro bono placement activities as necessary, to help leverage volunteer talent and better serve nonprofits.
- Provide program and logistical support for case closing and post-closing surveys of clients and volunteers to measure progress.
- 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.
- Coordinate the development, delivery, promotion, and evaluation of clinics and trainings on legal topics, including online and digitalized trainings for nonprofits and pro bono attorneys.
- Administer a Resource Call Hotline, whereby staff attorneys answer inquiries and provide information about nonprofit law and nonprofit legal issues.
- Measure website usage related to legal alerts and other information accessed by users.
- 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 and in person/hybrid 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.

Compensation

This position offers competitive compensation and strong benefits. Anticipated annual salary range is \$64,350 to \$66,000 depending on experience.

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. If you want to join knowledgeable and passionate colleagues who enjoy making a difference, consider applying now.

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.

Applications will be reviewed on a rolling basis and will begin once filled.

Lawyers Alliance for New York is committed to providing a diverse and inclusive environment and is an Equal Opportunity Employer.