



RECEPTIONIST

Queens Defenders is seeking a receptionist for its Forest Hills office to join a dedicated team of attorneys, paralegals, legal assistants, and client-support staff to represent clients in Queens Criminal and Supreme Courts.

ABOUT QUEENS DEFENDERS

Founded in 1996, Queens Defenders is a leading Public Defender Organization providing high-quality, holistic representation for indigent community members in Queens, NY, New York City's most diverse borough and one of the most diverse locales in the world. Our mission is to protect our clients from the far-reaching effects of prosecution through zealous advocacy and direct support services. We give life to our mission through our core values: a commitment to fostering an inclusive, diverse, and professional environment; relentless in our pursuit of justice; unwavering in our commitment to excellence in the courtroom and in the community; client-centered and holistic in our representation, advocacy, and support services; respectful of the individuals with whom we interact.

At Queens Defenders, dedicated teams of criminal defense attorneys, immigration lawyers, social workers, investigators, and client-support specialists come together to tirelessly champion justice for each and every client. Our highly skilled staff of 290, serves and positively impacts the lives of thousands of individuals annually through this collaborative and supportive approach.

IDEAL CANDIDATE

Ideal candidates will have a demonstrable interest in criminal justice or public interest work, and a commitment to the mission of Queens Defenders. We are seeking a friendly, organized, and extremely professional candidate to serve as the first point of contact for Queens Defenders. The ideal candidate will have excellent communication and interpersonal skills, a positive attitude, and the ability to multitask in a fast-paced environment. Previous experience working with clients and other employees is a plus but not mandatory. Professionalism and integrity in handling confidential client matters is required. Fluency in Spanish is desirable but not required.

DUTIES AND RESPONSIBILITIES

- Client Reception and Intake Services
 - Greet clients and visitors in person in a professional and respectful manner
 - Collect basic information and/or case details, identify the client's needs (legal support or administrative help), and direct clients to the appropriate staff or department
 - Interface with our case management system to gather details and provide case information
 - Allow access to employees in the building and assist security staff members
- Telephone Communication
 - Answer multi-line phone systems and transfer calls appropriately
 - Take detailed messages and relay them to attorneys and other staff members

- Provide general information about office hours, locations, and programming without providing legal advice
- Assist in communication between the office, courts, other locations, and external agencies
- Communicate effectively in English and/or Spanish
- Document Management
 - Receive, date-stamp, and route incoming mail and legal documents to the appropriate mailboxes
- Office Organization
 - Responsible for the organization of the front desk and reception area
 - Maintain a daily/monthly MetroCard logs and other report logs

QUALIFICATIONS

- High school diploma or equivalent
- Previous experience in a receptionist, customer service, or administrative role preferred
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook)
- Excellent written and verbal communication skills
- Strong organizational and multitasking abilities
- Professional appearance and attitude
- Ability to work well under pressure in fast-paced environment
- Ability to handle sensitive information with discretion and confidentiality
- Knowledge of legal terminology or experience in a legal office is desirable but not required
- Proficiency in Spanish is preferred but not required

SALARY

\$45,000

COMMITMENT TO DIVERSITY, EQUITY, AND INCLUSION

Queens Defenders values diversity and believes that a diverse staff is best placed to represent our borough, which derives its beauty from being one of the most diverse locales in the world. To best serve our clientele, model the place in which we practice, and to cultivate the best environment possible, we welcome applicants of diverse backgrounds, thoughts, perspectives, and experiences. We also provide all staff members with professional development and advancement opportunities because the more diverse and inclusive we are the more collaborative and supportive we are. For more information about our office generally, please visit our website at www.queensdefenders.org.

HOW TO APPLY

Please submit a **cover letter** and **resume** via email to Kathleen Rende and Karan Kukreja, Co-Directors of Recruitment and Hiring at recruitment@queensdefenders.org.