



**MID-MISSOURI LEGAL SERVICES
CORPORATION
117 NORTH GARTH AVENUE
COLUMBIA, MISSOURI 65203**

Intake Specialist
Mid-Missouri Legal Services
Columbia, Missouri Office

Mid-Missouri Legal Services is a legal aid organization that provides free civil legal assistance to low-income individuals and survivors of domestic and sexual violence in the mid-Missouri area.

Mid-Missouri Legal Services has an opening for a full-time Intake Specialist in its Columbia, MO office. The Intake Specialist conducts interviews and collects information to complete applications for legal services; screens cases for eligibility based on MMLS priorities, policies, funding and regulations; and assists with creating case files. The Intake process is the gateway to legal services. As an Intake Specialist, you will have a direct impact on our mission by working with the MMLS team to provide thorough, accurate, and efficient intake services to applicants.

Job Duties:

- Assist applicants through the eligibility screening process by phone, online intake channels, and in-person to determine eligibility for MMLS services.
- Enter confidential client information into the intake form in MMLS' case management system and enter time and case notes records in MMLS' electronic case management system.
- Follow MMLS' policies, priorities and procedures to determine whether the applicant fits case criteria and income guidelines; Screen out applicants who present conflicts of interest, who are ineligible, or who have a legal issue MMLS does not handle.
- Provide referral information to applicants who are found to be ineligible for MMLS services or do not have a legal issue MMLS handles.
- Create a file for eligible applicants to pass on to staff attorneys for review, and send non-representation letters requesting necessary documentation and informing applicant of next steps in the process.

- Develop a thorough understanding of the case types handled by MMLS, regulations, and the eligibility guidelines for various funding sources and stay abreast of changes.
- As needed, assist staff attorneys with the tasks of sending opening packets to clients, drafting simple documents, organizing files, closing files and other supportive tasks.
- Assist with receptionist/front desk duties including answering phones, rotating receptionist duties during lunch, maintaining supplies and forms at work stations, copying documents for clients and opening and sorting mail.
- Other duties as assigned.

Job Qualifications:

- 1-2 years of prior experience in customer service, intake, or telephone service in a high call environment.
- Familiarity with Microsoft Bookings or similar scheduling tools to manage appointments and general technology skills, including comfort with office productivity software (e.g., Microsoft Office Suite, Google Workspace), email platforms, and virtual meeting tools (e.g., Zoom, Teams).
- Excellent organizational skills and attention to detail in managing digital records and communication.
- Ability to work well under pressure.
- Ability to interact with applicants, clients, staff, community partners, and the public in an empathetic, supportive, professional and welcoming manner.
- Ability and comfort level with collecting personal and confidential information from applicants.
- Commitment to legal services' mission.

MMLS offers a professional and friendly environment and fosters good work-life balance.

MMLS provides an excellent benefit package, including fully paid health, dental, long term disability and life insurance premiums; generous holiday, health leave and vacation days; and employer contributions to the MMLS 401(k) plan.

Please submit cover letter, resume, and three references by email to: admin@mmls.org.

Applications will be considered on a rolling basis. MMLS is an equal opportunity employer and dedicated to diversity in its staff.