



Law Office Manager/ Legal Assistant

New Mexico Immigrant Law Center (NMILC) has an immediate opening for a full-time Law Office Manager/ Legal Assistant.

NMILC is a social justice organization whose mission is to advance equity and justice by empowering low-income immigrant communities through collaborative legal services, advocacy, and education. NMILC's model focuses on establishing relationships with local, state and national organizations and governmental institutions to expand access to legal services to historically marginalized immigrant communities.

Job Summary

The Law Office Manager/Legal Assistant will, under the direction of the Supervising Attorney, ensure that the legal office operations and systems run smoothly, are in compliance with ethical rules, and meet the needs, expectations, and deadlines of the staff and funders. They will also be responsible for providing legal administrative assistance and managing a caseload under the supervision of an attorney. This position is based in Albuquerque, NM. Interested candidates should send a cover letter and resume to jobs@nmilc.org with "Law Office Manager/Legal Assistant" in the subject line.

Primary Duties and Responsibilities: Successful applicant will be able to serve the needs of a growing organization by managing the day-to-day law office operations of the office and providing legal assistance support, developing internal protocols to facilitate best-practices for all legal workers in the office, and handling a wide variety of legal assistant and administrative duties.

- Provide legal assistance for staff and pro bono attorneys (follow up calls to clients and partner/referring agencies, conduct intakes, research, documentation preparation and other related tasks and case management)
- Manage caseload of filed and pending cases, handle and manage work permit renewals, respond to client inquiries, and, with guidance from Supervising Attorney, assign cases that require action to appropriate attorneys.
- File incoming court notices and enter all notices in Legal Server case management system
- Develop best practices and continually seek to improve law office operations and legal protocols (such as filing systems, closed cases, data keeping, intake procedures, etc.) to ensure smooth operation of the office and compliance with legal ethics
- Meet regularly with Supervising Attorney to review and monitor caseload for each staff person

- Ensure the maintenance of complete and accurate client records and closed cases in the NMILC case management system and manage data entry from off-site services with limited internet access, such as Cibola, Wednesday Workshop, and Citizenship Fair
- Develop and implement protocol for periodic case file audit and client satisfaction survey implementation, and work with Supervising Attorney to analyze results of audit and client satisfaction data to ensure effectiveness of NMILC client services.
- Serve as point person on compliance with legal protocols
- Onboard and train volunteers and staff regarding protocols, Legal Server case management system, and data entry/administrative tasks.
- Manage reception staffing and develop best practices for phone services and pro se technology
- Coordinate logistics of pro se workshops and legal fairs
- Support attorneys in creating resource materials, preparing for trainings, responding to requests for training and presentations from non-profits, government agencies, and law firms, and coordinating logistics and content of training with appropriate staff
- Manage utilization and reporting of interpretation and translation services for victim funded cases and interpretation and translation volunteers for other NMILC cases

Secondary Duties and Responsibilities:

- Support NMILC’s administrative and human resource team in executing tasks relevant to work. This includes, but is not limited to, the completion of timesheets, coordination of hiring process, including job posting and communication with applicants, facility management, office inventory, and other miscellaneous tasks.
- Support NMILC’s development team in volunteer management, communicating relevant data to current and potential funders and providing administrative support and management of grant proposals, as requested.
- Support NMILC’s evaluation team in data collection
- Other tasks as assigned

Qualifications:

- Undergraduate degree and/or 4 years of directly related experience.
- Minimum of 1-2 years of law office experience
- Must have good working knowledge of Excel and Word
- Fluency in English and Spanish. Excellent oral and written communication skills in both languages
- Comfortable using computers and web-based applications
- Nonprofit experience preferred
- Experience with immigration law a plus
- Be self-directive in time management and work load, while open to seeking guidance and support from supervisor, as needed

Other Desired Qualities:

The ideal candidate is a mature professional who can work independently, “goes the extra mile,” particularly in response to tight deadlines and emerging opportunities, and is able

to adapt to changing landscapes, identify/anticipate emerging issues and opportunities, and and reprioritize tasks when situations change. The ideal candidate is also highly detailed oriented, knows how to prioritize his/her work, has strong organizational skills, and thrives in a fast-paced and demanding environment. Other key desired qualities include:

- **Team player:** You work well in collaborative environments; you enjoy working collaboratively with diverse groups of people. You believe everyone brings something to the table. You are emotionally intelligent and have strong interpersonal skills.
- **Self-starter and independent worker:** you can set your own deadlines and priorities and are able to break down a large project into its bite-size components. You thrive in situations where you have the freedom to set your own goals.
- **Systems thinker:** you notice when systems are inefficient and work to improve them. You care about building sustainable systems that make your work more efficient in the long run. You are comfortable using technology to increase your efficiency.

Environment

NMILC is an equal opportunity employer. We welcome people from a diverse set of experiences. NMILC is a progressive organization and applicants are expected to collaborate in an inclusive and diverse environment. We are a group of highly dedicated and motivated individuals seeking transformative change for our state and welcome anyone who is interested in being part of our team.

Salary and Benefits

Competitive non-profit salary. Excellent benefits provided, including full health insurance coverage, dental and vision, and generous vacation and sick leave.

To Apply

Send a cover letter explaining your interest in the position and resume to jobs@nmilc.org with “Law Office Manager/Legal Assistant” in the subject line. Applications will be accepted on a rolling basis but applications received by September 24, 2018 will be given preference. While we will do our best to respond to all applicants, only those accepted for interviews will be guaranteed a response.