Office Manager – Detroit, MI

Lakeshore Legal Aid is a not-for-profit law firm providing a wide range of free civil legal services to those within the community who are low income and seniors. Lakeshore Legal Aid values diversity and is an equal opportunity employer.

Lakeshore Legal Aid has an opening for a full-time Office Manager in our Cass Corridor office located in Detroit, MI. Our offices will vary in staff size and specific needs. All of our offices will have staff attorneys; however, there will be offices that also have administrative personnel and an office that consists of attorneys that operate our call center.

Basic Position Responsibilities:

- General - Answer telephones: provide information or direct calls to the appropriate person or agency. Greet office visitors and clients. Schedule and confirm appointments. Establish a respectful working relationship with vendors and contractors to resolve any concerns or issues. Make sure any incoming fax documentation is distributed correctly.
- Mail - Retrieve the mail, sort, distribute, and process outgoing mail. Take outgoing mail to post office and replenish postage for office.
- Financial - Petty Cash, bank deposits, and reconciliations. Order office supplies and submit vendor invoices.
- Client Files & Documents - As instructed: create, file, or retrieve client files, assist in preparing other documents, drop off or pick up court documents from the courthouse and use the database system for data entry for client case information. File away and organize closed files within the office area. Shred any documents and files as instructed according to the agency's policy.
- Operation of Office Equipment - Computers, multi-functional machines, telephones and type writers as well as audio/visual equipment.

Requirements:

- Minimum 2 years of administrative and/or office support experience.
- High School Diploma or GED required. Associates Degree preferred.
- Ability to determine, and apply priorities and be a problem solver; however, can recognize when to seek guidance from supervisor.
- Must be able to communicate effectively, be empathetic and understand that our clients are a diverse representation of the community.
- Proficient in the use of Microsoft Office products including Microsoft Edge (formerly IE), along with Google Chrome and Mozilla Firefox.
- Professional written and verbal communication skills are essential as well as the ability to exercise discretion when processing confidential information.
- Ability to work independently or collaborate with co-workers and a willingness to adapt to changing office demands.
- Must have reliable transportation, and be able to attend mandatory meetings/trainings.
- Provide additional administrative and clerical support as assigned.
- Potential hires are subject to a background and reference check.

Salary

Salary is commensurate with qualifications and includes excellent benefits including medical, dental, vision, life insurance/AD&D, short and long-term disability, retirement plan, vacation and personal time.

To apply, send cover letter, resume and salary requirements to resumes@lakeshorelegalaid.org.

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