



## Erie County Assigned Counsel Program

<b>Job Title:</b>	Intake Specialist	<b>Job Category:</b>	Non-exempt
<b>Department/Group:</b>	Intake	<b>Job Code/ Req#:</b>	
<b>Directly Reports to:</b>	Intake Team Leader	<b>Supervises:</b>	None
<b>Location:</b>	Office – 8 am to 4 pm	<b>Travel Required:</b>	None
<b>Level/Salary Range:</b>	\$38,792-\$42,800	<b>Position Type:</b>	Full-time

### Job Description

#### ROLE AND RESPONSIBILITIES

- Answering incoming phone calls
- Enter data from AOD Criminal Courts
- Enter data from Family Court petitions and emails.
- Respond to inquiries from the Courts, Legal Aid, Office of the DA, Town Prosecutors, panel attorneys and clients.
- Monitor the door camera throughout the day.
- Bring mail downstairs to the U.S. Post Office blue mail collection box.
- Send text messages to clients with their attorney's name and contact information.
- Back-up to the Parole/Appeals/Intake Specialist
- Back-up to the Intake Team Leader as required.
- Liaison between clients and Intake Team Leader
- Perform other duties as assigned.

#### QUALIFICATIONS AND EDUCATION REQUIREMENTS

High school diploma or equivalent. One year or more office experience. Experience using Microsoft Office, Adobe, and Microsoft Outlook.

#### PREFERRED SKILLS

Customer service skills; attention to detail; organization skills; accuracy and spelling; ability to stay focused or on tasks; work well with others; ability to take direction; ability to multi-task. Legal background beneficial.

#### ADDITIONAL NOTES

The Assigned Counsel Program is an Equal Opportunity Employer.

<b>Reviewed By:</b>	Taylor Leicht	<b>Date:</b>	August 27, 2025
<b>Approved By:</b>	Michelle Parker	<b>Date:</b>	August 27, 2025
<b>Last Updated By:</b>	Taylor Leicht/M. Parker	<b>Date/Time:</b>	August 27, 2025