



THE BAR ASSOCIATION OF
SAN FRANCISCO

Legal Interviewer – Mandarin or Cantonese

Be a part of an organization dedicated to enhancing the practice of law and improving our community through programs that provide equal access to legal services. The Bar Association of San Francisco (BASF) has a strong commitment to employee work-life balance and provides a stimulating work environment. BASF currently has an exciting opportunity for a Legal Interviewer (Bilingual English/Mandarin/Cantonese) to be part of the team!

About BASF

BASF is a nonprofit organization and the oldest voluntary bar association in California. Today, over 7,300 San Francisco lawyers are members of BASF, which prides itself as being one of the most active and innovative local bar associations. Our offices are located in the Financial District. In addition to services and benefits to our members, BASF provides a variety of legal services to San Francisco residents including our Lawyer Referral and Information Service, Alternative Dispute Resolution, and the Justice & Diversity Center (including the Homeless Advocacy Project) which is the largest provider of legal services to San Franciscans.

BASF also offers a variety of charitable programs, including Food from the Bar, Head Start Holiday Gift Program, Law Academy, School-To-College, Destination Law School and the Minority Law Student Scholarship programs.

About the Job

The Legal Interviewer conducts interviews of clients in need of legal assistance by telephone, identifies and classifies legal issues, and refers callers with legal matters to attorneys appropriately screened and qualified to assist. The Legal Interviewer also responds to and interviews clients who have submitted requests for legal assistance online. In addition, the Legal Interviewer screens clients for eligibility for “low fee” or pro bono legal assistance programs, coordinates appointments with attorneys, and summarizes clients’ legal issues via computerized intake forms. The Legal Interviewer also makes referrals to appropriate social service or governmental agencies, when appropriate. The successful candidate will have the following:

Qualifications

- Bachelor’s Degree in a related field or an equivalent combination of relevant education, training, and expertise sufficient to perform the essential duties of the position
- Experience working with diverse communities preferred, with demonstrated empathy and patience.
- Ability to communicate fluently on the telephone and in writing in both English AND Mandarin or Cantonese
- Ability to multi-task in a high volume, fast-paced environment with attention to detail.
- Ability to exercise good judgment in determining calls that can be referred for LRIS services
- Knowledge of Microsoft Office

Why Work For Us

We offer a collaborative work environment, a progressive work culture, and a wonderfully diverse staff. Additionally, we have a standard 35-hour workweek, flexible scheduling (manager's discretion), and we are a mission and values based organization.

We also offer competitive pay and a generous benefits package that includes: a choice of medical insurance plans, dental insurance, vision insurance, pretax commuter, health, and dependent care accounts, employer paid short- and long-term disability insurance, life insurance, and a retirement and profit-sharing benefit, and more!

To find out more about BASF, please visit www.sfbar.org.

To Apply

BASF is strongly committed to diversity and we encourage applications from people who can contribute to our diversity, including veterans and people with disabilities.

Please submit your resume and cover letter to: <mailto:BASFjobs@sfbar.org> or Human Resources, BASF, 301 Battery Street, Third Floor, San Francisco, CA 94111. Open until filled.

No phone calls please. Due to the amount of resumes we receive each day, we will not be able to respond individually with the status of your application.