



5535 Albemarle Road  
Charlotte, NC 28212  
Telephone: (704) 376-1600  
Fax: (704) 376-8627

## Consumer Protection Program Paralegal Advocate

### Full-Time

#### WHO WE ARE:

Charlotte Center for Legal Advocacy, a nonprofit provider of civil legal assistance to low-income persons in the Charlotte area, seeks a paralegal-advocate for its Consumer Protection Program (CPP) to support the Consumer Protection Program's staff and programs. More information about the Advocacy Center can be found on our website: [CharlotteLegalAdvocacy.org](http://CharlotteLegalAdvocacy.org).

#### ROLE:

The Consumer Protection Program provides assistance to low-income individuals in the areas of home preservation, foreclosure defense, home-related scams, heir property issues, foreclosure surplus, predatory consumer transactions, auto fraud, debt collection, and other consumer matters. The program also conducts outreach, education, and advocacy events in the community. The Paralegal Advocate will work with attorneys and other advocates in the Consumer Protection Program to provide assistance and help in closing the justice gap.

#### RESPONSIBILITIES:

- Monitor and maintain various phone intake lines for the program under supervision of attorneys. Perform callbacks and intake screenings, develop intake log lists and procedures with attorney input.
- Interview callers, gather information and add detailed summaries to case management system. Act as primary point of contact for callers seeking assistance for consumer-related matters.
- Gather and organize relevant documents from callers, summarize, scan and incorporate into case management system for review by attorneys.
- Develop knowledge of consumer law. Understand, gather, and distribute information and resources to callers. Develop relationships with partner organizations to take and give appropriate client referrals.
- Under supervision of attorney, draft and file case and court documents. Have or develop working knowledge of North Carolina's new E-File and E-Portal system to research cases and file documents with the court.
- Over time, develop general familiarity with the two specialized projects in the Program: 1) Community Empowerment Project and 2) Veterans' Law Project.
- Learn how to prepare potential cases for Pro Bono attorney placement in conjunction with the Advocacy Center's Pro Bono Unit.

- Participate in outreach and education matters as appropriate.
- Other tasks as needed.

### **KNOWLEDGE AND SKILL REQUIREMENTS:**

Qualifications include a bachelor's degree, or associate's degree and equivalent experience; paralegal certification or equivalent experience; commitment and experience and/or desire to work with diverse low-income populations; ability to identify client's needs quickly and accurately; excellent oral and written communication skills; adaptability; self-motivated and dependable; experience entering and tracking information in electronic formats; proficient in Microsoft Suite (Word, Excel, Power Point, Teams); and commitment to the Advocacy Center's mission and vision.

Preferred: Proficiency in Spanish, prior legal office and/or nonprofit experience; notary certificate.

### **WORK SCHEDULE:**

Charlotte Center for Legal Advocacy supports a hybrid work schedule with core work hours, Monday – Friday, 8:30 am – 5:00 pm. Hybrid work schedules are subject to management approval, needs of clients and position, and a probationary employment period.

### **SALARY:**

This position is a full-time, salary-exempt position. The annual salary range begins at \$41,580 and may vary depending upon experience and skills.

### **BENEFITS:**

The Charlotte Center for Legal Advocacy offers a generous leave and benefits package, including medical, dental and vision coverage at 100% for employees, 22 paid days of general leave increasing proportionately with tenure, 15 paid holidays and 100% employer-paid professional liability. Charlotte Center for Legal Advocacy also offers parental leave; life insurance; long- and short-term disability insurance; and a salary reduction option for a flexible spending account or health savings account.

### **TO APPLY:**

Applicants should send a resume and cover letter to [careers@charlottelegaladvocacy.org](mailto:careers@charlottelegaladvocacy.org). Please note the position for which you are applying in the subject line.

**Charlotte Center for Legal Advocacy considers all qualified applicants for employment without regard to race, color, national origin, religion, sex, gender identity, sexual orientation, age, disability, or any other legally protected status.**