Intake Assistant - Bilingual (2 openings)
Office of Clients’ Rights Advocacy
Location: Remote (must live in California)

*This position is bilingual in Spanish/English*

Individuals who are Deaf or Disabled are encouraged to apply.

**SALARY RANGE (Depending on Experience):** $25.17 hr - $27.51 hr

We base salary and position offers on experience and an internal equity analysis.

**Employment Status:** Non-Exempt; Regular; Full time (37.5 hrs)

**EXCELLENT BENEFITS** including 8% 401k Match, a language differential up to $250/mo. Health (HMO and PPO options), dental, vision, basic life insurance, short-term and long-term disability insurance and flexible spending accounts (medical, dependent care and commuter). Additionally, we offer ample vacation, sick/self care leave and eighteen paid holidays (including the last week in December) and more….. We are a Public Service Loan Forgiveness (PSLF) - eligible employer.

**Application Deadline:** *Open until filled.*

**WHO WE ARE**
Disability Rights California (DRC) defends, advances, and strengthens the rights and opportunities of people with disabilities.

DRC works for a world where all disabled people have power and are treated with dignity and respect. In this world, people with disabilities are supported, valued, included in their communities, afforded the same opportunities as people without disabilities, and make their own decisions.

DRC values all forms of human diversity. We are committed to a culture of belonging where all people are welcome. In order to be effective advocates for all people with disabilities, we must address discrimination in all its forms, including the unique challenges faced by people who experience the intersection of multiple systems of discrimination.
OFFICE OF CLIENTS’ RIGHTS ADVOCACY
DRC has a contract with the Department of Developmental Services (DDS), State of California, to provide Clients’ Rights Advocacy services for clients of each of the 21 regional centers located statewide. That contract funds the Intake Assistant position. We are a team of zealous advocates and disability generalists who are building a culture of teamwork and working for a world where all disabled people have power, are treated with dignity and respect, and make their own decisions.

PURPOSE OF THE JOB
The Intake Assistant is responsible for pre-intake, clerical, and administrative duties to support OCRA’s offices statewide. The Intake Assistant responds to a high volume of incoming calls from people asking for help with disability-related legal issues, gathers information to assist advocates and attorneys in responding, and processes requests for information, referrals, publications, and other materials.

The Intake Assistant works under the direct supervision of an Office Manager and in collaboration with OCRA advocates and attorneys in their advocacy and outreach efforts. The successful candidate will be able to work remotely from anywhere in California and must be available full-time during standard business hours.

MINIMUM QUALIFICATIONS
Education and Experience
• High school diploma or general education degree (GED); plus 1 – 2 years related experience or training.
• Able to communicate fluently and write effectively in Spanish, including the ability to interpret and translate.
• Effective telephone skills, including the ability to understand and record information accurately and to handle a high volume of incoming calls.
• Effective communication skills, including the ability to handle difficult calls and situations patiently, tactfully, and with empathy.
• Proficiency with Windows-based computer applications including Microsoft Office and Teams.
• Minimum keyboarding speed of 45 net words per minute.
• Flexability and the ability to work collaboratively as part of a team.

Working at DRC is more than just a job - it is a rare opportunity to do what you are good at while making a difference! DRC offers competitive salaries and a generous benefit package. To view the detailed job description and complete the application process [here](#).