

Website navigator project manager

Statewide Legal Service of Connecticut, Inc. (SLS) is seeking an energetic self-starter to work under the primary supervision of the SLS Executive Director and the Web and Publications Manager to assist in the development and management of a chat feature to help visitors find legal information and referrals for legal assistance on www.CtLawhelp.org. This website is a joint project underwritten by the Connecticut Bar Foundation and a core group of legal aid programs, the Connecticut Network for Legal Aid, of which SLS is a member. SLS is a federally funded civil legal aid program providing high-volume advice, self-help, and referrals to thousands of low income people with life-impacting problems in legal topics like affordable housing, domestic disputes, access to health care, public benefits, employment rights, and other issues. We serve as an intake and referral point within the larger Connecticut Network for Legal Aid. SLS is committed to using cutting edge technology combined with a dedicated staff and associates to stem the tide of poverty and to improve the lives of the most vulnerable of in society.

Duties include but are not limited to:

- Assisting Website Manager and network IT personnel in the development of a live chat system;
- Running the chat system in person and with volunteers;
- Recruiting and training volunteers to work with the chat system;
- Managing chat system traffic flow, usage, staff, and volunteers when needed;
- Participating in some community outreach events, in person or virtually, to educate service providers and client groups about using the website;
- Related duties if applicable from time to time;
- Some evening and weekend work a possibility;
- Much work can be performed virtually but not exclusively.

Qualifications for this position ideally include:

- Excellent written and verbal communication skills in plain language to break down complex ideas into easy-to understand concepts and phrases;
- Very strong computer literacy skills;
- Familiar with working in a data-driven decision making environment, running and analyzing reports, meeting reporting deadlines, meeting funding deliverables, and related requirements;
- Ability to understand and assist in writing the basic framework for a computer-assisted search pattern, i.e. logic trees, flow charts, schematics and the like;
- Ability to engage in recruitment, training and managing of volunteers;

- Multi-tasking skills to work independently and in a team setting under direction as the work requires;
- Flexibility with working timeframes;
- Strong desire to render empathetic and patient help to people in need;
- Bi-lingual and bi-literate in Spanish and English a big plus;
- The ideal candidate will have the flexibility of hours and location to work virtually or in a local office setting.

This contract position is subject to grant funding, part time, with potential to grow. Compensation DOE.

Please send letter of interest and resume to the attention of Jchiaretto@slsct.org. Please use the phrase “chat manager” in the subject line to assure consideration.

SLS is an Equal Opportunity employer. All candidates regardless of ethnicity, age, gender identity, or familial status are welcome to apply.