

CAREERS



JOB TITLE:
Client Contact Specialist

FLSA:
Non-Exempt

DEPARTMENT:
Client Services

REPORTS TO:
Client Contact Center Coordinator

SUMMARY:

Under general supervision of the Client Contact Center Coordinator, the Client Contact Specialist performs a variety of administrative functions to assist paralegals and attorneys in representing their clients fairly and efficiently by completing all intake and case related documentation on a daily basis. In addition, the Client Contact Specialist will process all intranet requests, including research, and update information in our Case Management system accurately and in a timely manner. The Client Contact Specialist will use their organizational skills, attention to detail, and Case Management system knowledge to ensure all client- and case-related documentation is quickly available to the legal team to aid in their success.

MINIMUM REQUIREMENTS:

- High school diploma required; institutional degree in related field preferred
- One (1) to four (4) years of progressive work experience in a law firm or comparable field preferred
- Strong communication/interpersonal skills, with ability to follow-up without direction
- Attention to detail & self -motivated
- Strong customer –service focus; track record of providing exceptional customer service via phone
- Ability to discuss handle sensitive situations and confidential information in a professional manner
- Must be deadline-driven, highly organized, and exude a positive professional demeanor with variety of people
- Strong working knowledge of MS Word, Outlook, Excel

ESSENTIAL DUTIES AND RESPONSIBILITIES:

“Essential duties” are primarily job duties that incumbents must be able to perform unassisted or with some reasonable accommodation made by the employer.

- Responsible for calling potential and/or existing clients to provide or obtain information
- Responsible for maintaining consistent contact with current clients through regular follow

WORKING HOURS:

Please see notes above.

WORKING CONDITIONS:

Work is performed in a normal heated or air-conditioned office environment.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of essential functions, responsibilities or requirements. This job description must not be misconstrued as a promise of employment, nor deemed as an employment contract. Motley Rice LLC is an Equal Opportunity Employer.