**Legal Intake Specialist**

The Legal Intake Specialist answers inbound calls in English and Spanish from potential clients and schedules appointments with our attorney offices across Texas.

**Duties:**

* Warmly greet potential clients who call the firm.
* Promote the services we offer to potential customers.
* Develop and maintain database contacts.
* Communicate with clients to increase levels of business activity.
* Maintain accurate detailed records and accounts of firm clients.
* Complete follow-up procedures of firm clients.
* Report any client disputes or concerns to manager immediately.
* Assist staff and attorneys with additional tasks as requested.

**Skills:**

* Bilingual Spanish and English
* Excellent listening and communication skills both verbal and written
* Excellent Microsoft Office Skills
* Ability to work attentively on your own with little supervision
* Exude a professional, confident, positive demeanor
* Impeccable customer service
* Growth, achievement, goal oriented

**Preferred experience:**

* 1 year call center
* 1 year appointment setting
* 1 year customer service

**Benefits:**

* Medical, dental, vision, 401k
* Paid holidays, sick time, and vacation time
* Bonuses for booking appointments and signing clients
* Tuition reimbursement for approved coursework in career path
* Invaluable industry knowledge and mentoring

Bailey & Galyen provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

Job Type: Full-time

Pay: $13.00 - $15.00 per hour