**Personal Injury Legal Intake Specialist**

The **Personal Injury Legal Intake Specialist** establishes law firm case screening by obtaining client information, determining eligibility, and maintaining database. Bilingual Spanish/English is required.

**Responsibilities:**

* Obtains client information by answering telephone calls; interviewing clients; verifying information.
* Determines eligibility by comparing client information to requirements.
* Informs clients by explaining procedures; answering questions; providing information.
* Accomplishes organization mission by completing related results as needed.
* Speaks with potential clients via phone to gather initial case information.
* Keeps track of potential cases and follows up on schedule.
* Updates database in a timely manner.
* Uploads pertinent documents appropriately.
* Builds strong rapport with potential clients.

**Skills:**

* Bilingual Spanish/English is a must
* Sales skills are of paramount importance with the ability to close
* Strong background with performance-based metrics
* Ability to type 50 wpm while speaking with clients
* Strong organizational skills
* Excellent written and verbal communication skills
* Must have the ability to be empathetic yet persuasive
* Proficiency in Microsoft Office

**Preferred experience:**

* 2-3 years of customer service and/or sales experience
* Experience in Personal Injury or Worker’s Compensation

**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

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Job Type: Full-time

Pay: $14.00 - $17.00 per hour