

## Legal Intake Specialist

### Who we Are

Collaborative. Respectful. A place to serve clients and enjoy work/life balance. These are just a few words that describe what life is like at Bailey & Galyen. As one of the leading consumer law firms, **Bailey & Galyen** is growing through our incredibly talented and diverse team members who are committed to total client satisfaction. At Bailey & Galyen, we cultivate an environment where all team members are provided with the resources and support needed to produce their best work.

### Who We're Looking For

Bailey & Galyen is looking for a compassionate, detail-oriented bilingual **Legal Intake Specialist** to assist potential clients who contact the firm. The primary responsibility of the Legal Intake Specialist is to answer inbound calls in English and Spanish from potential clients and schedule appointments with our attorney offices across Texas.

### What You'll Be Doing

- 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.

### What You Bring

- 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

- 1 year call center experience preferred
- 1 year appointment setting experience preferred
- 1 year customer service experience preferred

## **What We'll Bring**

During your interview process, our team can fill you in on all the details of our industry-leading benefits and career development opportunities. A few highlights include:

- A work environment built on teamwork, service and respect
- Professional growth and development programs to help advance your career
- Comprehensive health care and wellness plans for your entire family
- Generous paid holidays, paid sick time and vacation
- Referral services related to prenatal services, adoption, childcare, eldercare, and more
- Medical, dental, vision, 401k
  
- Bonuses for booking appointments and signing clients
- Invaluable industry knowledge and mentoring
  
- Promotion opportunities and training in career path

## **Belonging at Bailey & Galyen**

Our success begins and ends with our people. We embrace and celebrate diverse perspectives and value unique individual contributions and experiences. We believe each team member has an important role in the ongoing success of the firm. We are proud to be an equal opportunity employer that celebrates the diversity of the communities where we live and do business. We foster a culture of belonging, mutual respect, teamwork and empowerment.

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

Salary: \$14.50 - \$15.00 per hour

Benefits:

- 401(k)
- Dental insurance
- Employee assistance program
- Employee discount
- Health insurance
- Health savings account
- Life insurance
- Paid time off
- Vision insurance

Schedule:

- 8 hour shift
- Day shift
- Monday to Friday
- Weekend availability

Supplemental pay types:

- Bonus pay

Work Location: One location