**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 **PI Investigator** whois responsible for handling incoming personal injury calls, determining if it is a viable case to sign a potential new client. Interviewing clients to understand their case’s details and identifying issues. This role will educate clients about their legal rights and responsibilities throughout the process. Schedule hours are primarily 8a-5p, Monday – Friday. Evening/Weekend work required.

**What You'll Be Doing**

* Conducts investigations, collects property damage and other photos of evidence.
* Collects and reviews evidence and data through field investigations and data collection, including direct observations and review of video surveillance.
* Contacts and interviews witnesses and complainants.
* Evaluates, analyzes, summarizes, and documents investigative findings.
* Prepares reports and communicates findings to designated supervisory leaders.
* Reviews and research legal aspects of investigations and recommends action as appropriate. Process and respond to a high volume of potential client calls, inquiries, and requests
* Scheduling appointments with Potential New Clients
* Signing up Potential New Clients
* Timely and accurately transfer new case info/details to our system daily
* Coordinating all required client documentation and letters pertaining to the case sign up
* Adhere to all Firm policies and procedures related to Client Engagement Agreement
* Maintain confidentiality of all client information, protected health care information, and business operations and practices.
* Conduct follow up calls to potential new clients
* Conduct intake and obtaining detail information, explaining our contract, and signing Potential New Clients
* Perform other duties as assigned.

**What You Bring**

* Knowledge of state and federal laws
* Knowledge of investigative principles, techniques, and procedures.
* Proficient in Word, Excel, and MS Outlook.
* Skill in interviewing and negotiation techniques.
* Skill in searching records to identify and retrieve information.
* Skill in the formulation of comprehensive investigative reports.
* Skills in critical thinking, problem solving and research.
* Ability to communicate effectively both orally and in writing.
* Excellent organizational skills with outstanding attention to detail
* Professional and positive demeanor
* Ability to Multitask in a fast- paced work environment and learn quickly
* Strong Organizational Skills
* Proactive work ethic
* Attention to details Very Detailed Oriented

**What We'll Bring**

* 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
* 401(k)
* Bonuses
* Invaluable industry knowledge and mentoring

**Physical Requirements:**

* Prolonged periods sitting at a desk and working on a computer
* Must be able to lift up to 25 pounds at a time
* Must be able to travel to offsite assignments

**Education and Experience Requirements**

* High School Diploma or equivalent.
* A minimum of one-year related experience; or equivalent combination of training and experience.

**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.