



MENZER LAW

Legal Intake Specialist

Overview: Menzer Law is a top-rated, award-winning law firm in Washington and Hawaii, providing dedicated legal representation to those who have suffered medical malpractice, a severe personal injury, or the wrongful death of a loved one.

Since 2002, Matt Menzer has grown his firm on a simple yet powerful belief: Deep legal experience and expertise produce the best possible results when paired with individual quality care. Our mission, to be a powerful voice for the seriously injured, is at the heart of everything we do. To that end, we seek a skilled and compassionate Legal Intake Specialist to help us deliver outstanding client experiences and make a real difference in the lives of others.

Position Overview: As a Legal Intake Specialist, you will be a primary point of contact for potential clients seeking legal assistance. Your primary responsibility will be to gather essential information efficiently and empathetically from prospective clients, ensuring their needs and concerns are addressed promptly and with utmost care.

Your excellent communication skills, meticulous attention to detail, and legal knowledge will enable you to assist the firm in determining the viability of potential cases and directing clients to the appropriate legal resources.

Responsibilities:

- Conduct initial client interviews over the phone, collecting relevant details about their medical malpractice or personal injury concerns, case-related data, and personal information.
- Demonstrate empathy and understanding while building rapport with potential clients, ensuring they feel comfortable sharing sensitive information.
- Evaluate the urgency and seriousness of each inquiry, prioritizing cases that require immediate attention.
- Use legal knowledge and training to identify potential legal issues and determine the appropriate action for each client's situation.
- Collaborate with attorneys and other team members to analyze and summarize case information for review.
- Maintain accurate and organized records of client interactions and case details in the firm's case management system.
- Assist in scheduling appointments and consultations between clients and attorneys.
- Conduct follow-up calls to clients to gather additional information or answer any questions.
- Provide clients with basic information about legal procedures and the firm's services.

- Maintain high professionalism, confidentiality, and integrity throughout all interactions with clients and colleagues.
- Able to check in on Saturday or Sunday to ensure critical leads are captured and forwarded promptly.
- Perform other duties as assigned by Lead Intake Specialist or other team members.

Required Skills/Abilities

1. An ability to communicate effectively and demonstrate empathy and patience with various individuals and personalities.
2. Able to work independently and as part of a team to prioritize and complete tasks in a timely manner.
3. Strong organizational skills and scrupulous attention to detail.
4. Ability to manage time, solve problems, and multi-task in a fast-paced environment.
5. Proficiency in using case management software and other relevant tools.
6. A passion for providing exceptional client experiences and ensuring client satisfaction.

Education/Experience

- College degree in a related field or equivalent work experience.
- Previous experience in a legal intake role or related legal position is highly preferred.
- Familiarity with legal terminology and processes is a plus.

Schedule

- Part-time (4-hour shift, five days a week plus weekend check-in)

Salary

- \$22-\$32 an hour, depending on experience, plus PTO.

Join our team of dedicated legal professionals and play a pivotal role in delivering exceptional legal services to our clients. If you are a motivated individual with a passion for helping others and possess the necessary qualifications, we invite you to forward your resume and cover letter to sheri@menzerlawfirm.com. We are eager to talk with you.