



INTAKE SPECIALIST / CLIENT RELATIONSHIP ASSISTANT

HAWM Law is a fast-growing Orlando based law firm with a close-knit family atmosphere. Our top priority is the peace of mind and security of the clients we serve. If you are passionate about serving others, come join our team of energetic, fun, professional compassionate leaders.

As an Intake Specialist / Client Relationship Assistant you will be the first point of contact for all callers, potential leads and visitors. This position serves as the face and voice of the firm. The ideal candidate will be poised, professional, warm, and empathetic, with strong verbal and written communication skills. In addition, we are seeking a candidate that has experience in office administration, that is an organized and self-motivated team player.

Job Responsibilities

- Welcoming and directing visitors
- Answering incoming calls and directing as appropriate
- Answer basic questions regarding the attorneys qualifications and services offered
- Managing mail distribution and flow of correspondence
- Schedule attorney-client consultations
- Conference room scheduling, organizing, and upkeep
- Maintaining the office master calendar
- Gather basic documentation and information regarding clients concerns.
- Additional clerical duties as assigned
- Handling written correspondence with clients
- Opening & closing matters
- Managing referrals and turning leads into clients
- Overseeing the onboarding process for new clients
- Ensuring all client leads' information is detailed and clear
- Create a positive and professional first impression for our firm
- Ability to manage multi-line phone system

Qualifications

- **Desired**
 - Strong organization skills
 - Ability to multi-task
 - Works well in a team collaborative environment.
 - Bi-lingual (English/Spanish) is a plus but not required
 - Law firm experience preferred, not required
- **Required**
 - Must have excellent phone etiquette
 - Must be reliable and punctual
 - Must be honest and of the highest integrity
 - Must be able to keep confidential information
 - Must be computer proficient in Adobe Acrobat, Word, Outlook, Excel

Salary Range

- Starting at \$15 per hour based on experience
- Dental, vision, health and 401K offered to eligible employees

This is an exceptional opportunity for someone who is passionate about a career in the legal field and wants an opportunity to advance.