

Part-time Intake Specialist

We are looking for a part-time Intake Specialist to join our team! Bilingual (Spanish/English) candidates are preferred.

We are a small, local law firm based in Old Town Alexandria, VA. We represent people who have been seriously hurt – at work, in an accident, or by medical malpractice. We began in 2005, and for over 20 years we have worked with clients in DC, MD, and VA who are trying to get back on their feet following a serious injury.

Our team is dynamic and works together to help each other and our clients. We support one another, and value work/life balance and a happy work environment.

Our office is open to clients from 9:00am - 5:00pm daily. We are looking for a candidate that is available to work part-time for 4 hours per day, 5 days per week. Preferably from 9:00am - 1:00pm daily, but we are flexible depending on the candidate's availability.

We are looking for someone that lives in the DC area – depending on the candidate's situation, this role can be a combination of office-based and remote/home-based. Training for this role will be held in-person at our Old Town office.

Position Description

We are recruiting for a part-time Intake Specialist, this position is responsible for:

- Answering the phone and interacting with current clients and potential new clients in a professional, friendly, and efficient manner.
- Scheduling appointments with clients on the team's calendar.
- Completing a series of intake tasks for each potential new client (PNC). For example, gathering PNC documents, organizing files, and sending welcome information to newly signed clients.
- Following our established phone and intake scripts and processes to ensure that calls are handled appropriately.
- Updating our internal PNC database to ensure that information is current and accurate.

Knowledge, Skills & Abilities

- Excellent computer skills are required.
- Excellent communication and interpersonal skills are required.
- Bilingual English/Spanish skills are preferred.

- Ability to multitask with a strong sense of responsibility and initiative. Organized and have attention to detail.
- Exceptional customer service manner.
- Must be comfortable assessing the urgency of incoming calls and resolving or escalating matters to other staff as needed.
- Ability to establish/maintain effective working relationships with our team, current clients, and potential new clients.

Compensation

Competitive, depending on experience.

To apply:

Please **send your resume** and **your work availability to Emily** at ekearney@dkllp.com with the subject line **“Part-time Intake Specialist Application”**.

Thank you!