

Client Manager (Bi-Lingual Sp/Eng)

Antonini & Cohen Immigration Law Group is seeking a Client Manager to join the firm and help our new clients. Antonini & Cohen is a highly reputable small law firm experiencing significant growth and seeks a self-motivated, fast learner to hit the ground running. We are dedicated to immigration law matters exclusively, and we help all types of clients effectively deal with government agencies and court systems. We seek like-minded individuals who strive hard to work well in a team based environment. Applications will remain confidential. Please e-mail resumes to karnani@antoniniandcohen.com

Job Requirements

- Handle inbound and outbound calls, as well as written communications, for potential clients
- Have a friendly, professional manner and be able to establish rapport with potential clients quickly
- Provide a high standard of customer service for all inquiries
- Set appointments with attorneys for consultations and with paralegals and/or attorneys for retainers
- Draft and send contracts to prospective clients who do not require in-office retainers
- Proactively follow up with prior consultations regarding scheduling retainer, emailing contract, or following up on already emailed contract
- Follow up with potential clients to schedule appointments
- Maintain potential client database for online, social media, and text campaigns and otherwise support firm marketing team
- Manage prospective client folders and documents in firm server to track lead generation progress and conversion
- Assist with obtaining client reviews, photos, and releases for firm marketing team use
- Assist coordination with former current clients hiring for new matters (communication and scheduling)

- Full-time availability

Desired Behaviors & Skills

- Bilingual English-Spanish (written and spoken)
- US immigration experience a plus
- Strong communication skills – on the phone, via email and in person
- Professional and courteous; positive attitude
- Highly organized and detailed oriented
- Works well under pressure
- Self-starter; quick learner; impeccable ethics
- Strong desire to advance and grow professionally within the firm and in the immigration legal community

Experience and Education

- 1+ years in customer service or sales/marketing related position
- At least Bachelor degree or equivalent

Additional

- Competitive base pay based on experience
- Benefits (401k with employer match, medical, vision and dental insurance)