

Receptionist (Bi-Lingual Sp/Eng)

Antonini & Cohen Immigration Law Group is seeking a Bilingual Receptionist to join the firm. 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

- Fluency in English and Spanish (written and spoken)
- Handle a large volume of inbound and outbound calls for potential clients and clients (route faxes and calls to attorneys and staff as appropriate)
- Have a friendly, professional manner and be able to establish rapport with potential clients, clients and staff quickly
- Provide a high standard of customer service for all inquiries
- Accurately record information in LawLogix case management system as well as electronic files
- Work with client manager to set appointments with attorneys for consultations and with paralegals and/or attorneys for retainers
- Schedule client appointments for attorneys and paralegals
- Greet clients and potential clients
- Confirm appointments via phone and text
- Accurately collect, record and route information for consultation appointments
- Handle inquiries as to scheduling, directions, and assigned paralegal/attorney on case
- Retrieve physical files for attorneys that are needed for the following day
- Support and record information for marketing efforts as needed
- Provide light administrative support as needed

- Full-time availability, confidentiality of client information and punctuality required

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 serve the immigrant community

Preferred 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)