

## **Job Description**

### ***Bilingual Prospective Client Manager (Immigration Law)***

Antonini & Cohen Immigration Law Group is seeking a Prospective Client Manager to join the firm and lead generation of new client relationships. Antonini & Cohen is a highly reputable boutique immigration 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.

### **Job Requirements**

- Lead phone and prospect team in selling and securing consultation and hires
- Obtain reviews of legal services
- Ensure all Prospective Client Management procedures are followed by team in a timely manner
- Develop and implement creative and new ideas for promoting firm services and attorneys
- Have a friendly, professional manner and be able to quickly establish rapport with potential clients, guiding them through their decision-making process
- Ensure the team provides a high standard of customer service for all inquiries
- Convince people contacting the firm to schedule a consultation with an attorney.
- Set other appointments with attorneys and paralegals as needed
- Ensure the team is proactively following up with prior consultations, fee agreements
- Ensure maintenance of potential client database, documenting steps taken from initial call through signed contract. Note that this requires basic Excel and Google Sheets skills, and attention to detail
- Support firm marketing efforts by providing prospective client team feedback
- Manage prospective client folders and documents in firm server to track lead generation progress and conversion
- Full-time availability – must be in the office between 9-5 Monday through Friday

### **Desired Behaviors & Skills**

- Bilingual English-Spanish (written and spoken)
- US immigration experience a plus
- Creative
- Persuasive. Sales or call center experience is a plus
- Oral and written communication – pleasant voice, positive attitude on the phone
- Organized written communication with good grammar and spelling
- Multi-tasking – document a variety of prospect information in between calls, emails, and other demands
- Attention to detail – must be very organized.
- Professional and courteous; positive attitude
- 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. Previous inside or inbound sales experience is a plus
- At least Bachelor degree or equivalent

### **Additional**

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

Job Type: Full-time

Benefits:

- 401(k)
- 401(k) Matching
- Dental Insurance
- Health Insurance
- Paid Time Off
- Vision Insurance

Schedule:

- Monday to Friday

COVID-19 considerations:

Full COVID program in place to keep employees safe, including masks, hand sanitizing, temperature checks, and limited client interaction.

Experience:

- customer service or sales/marketing: 1 year (Required)
- inside or inbound sales: 1 year (Required)

Language:

- Spanish (Required)