Part-time Remote Client Intake Specialist

- Supporting La Rosa Law’s immigration law practice in Miami and New York City.

About

La Rosa Law is a law firm for “happy” lawyers and staff. We provide our team with maximum work-life balance and freedom. If you are a reliable, high-integrity, high-energy individual with a strong work ethic and seeking a flexible work schedule and a competitive wage, you’ll be a good fit for this position at La Rosa Law.

Position Summary

La Rosa Law seeks an agile and hardworking Client Intake Specialist ready to join its team. The Client Intake Specialist is the first person potential new clients of the firm speak to. Candidates must be fluent in both English and Spanish, be professional, confident, extroverted, and likable. Their goal will be to book a consult between the potential new client and one of our attorneys. Must work a minimum of three hours per day between 9:00 AM and 7:00 PM from Monday to Friday.

Responsibilities

Daily job responsibilities may include completion of the following tasks:

- Answer the firm’s phone.
- Use our messaging software to text new and existing clients.
- Track everything on ClioGrow (our Client Relationship Management tool).
- Do everything possible to ensure potential new clients book consults.

Qualifications

The following qualification, experience, and abilities will be necessary or useful to satisfy the responsibilities of the position:

- Experience working in a small business or other entrepreneurial setting.
- Must possess the highest standards of ethical conduct and professionalism (handling privileged information & tracking hours).
- Comfortable navigating digital technology and new software with little supervision (candidate MUST have a computer that runs well and is able to integrate with all software used by La Rosa Law’s team).
- Detail oriented, prompt, professional, and available to complete tasks in a timely manner.
- Experience utilizing internal database systems and cloud-based software. Like Google drive.
- Experience with iCal, Gmail, Adobe, Office Suite (Word, Excel, etc.) or the ability to learn quickly.
- English and-spanish fluency are required.
Are you a good fit?

At La Rosa Law, we love what we do and the culture we are working to build. But we are an acquired taste—our team is not the right fit for everyone!

**Good fit.** This position should be right up your alley if…
- You do not seek the structure of the traditional office.
- You are capable of taking the lead, chasing down your supervisors (who are busy and not always in the office) to ask questions you need answered, and you take ownership for ensuring the job gets done (you don’t need to be micromanaged because you can take initiative).
- You are a true team player, whether it’s throwing out the trash, getting coffee, or arguing a complex motion in court, you understand that the nature of growing a small law firm is “all hands-on deck”. You are willing to roll up your sleeves and get the job done, no matter the task.

**Not a good fit.** This is not going to be the right position for you if…
- You are looking to work in a traditional office context (you demand structure, clear cut instructions and seek an employer who will spell everything out for you) and the volatile nature of working with a small business scares you.
- You are shy, expect your supervisors to hold your hand and walk you through tasks step-by-step, and need significant supervision to complete projects.
- You are not an “all hands-on deck” team player (you can’t be bothered to do work that you think is “beneath” you); and,
- You are unable or uncomfortable communicating with people (internally or externally).

**Miscellaneous**

Key considerations: Availability and willingness to work hours as needed to meet critical deadlines. Strong commitment to client service excellence and teamwork. Excellent communication skills (oral, written and listening). Sound judgment and flexibility. Strong organizational skills, including the ability to coordinate multiple support tasks.

*The above is only a general description of the essential duties and proficiencies associated with this position. It is not an exhaustive or comprehensive list of all duties of the individual holding such position nor is this document any type of guarantee. The firm may modify and amend any role description at any time at its sole discretion. Nothing herein creates a contract of employment or otherwise modifies the at-will nature of employment.*

**Post Date:** March 29, 2022 (but position is open on a rolling basis).
**Start Date:** As soon as possible.
**Location:** Remote. Occasional meetings in the Miami-Lakes location (7900 Oak Lane, STE 400).
**Type:** Part-time to start. 3 hour per day minimum.
**Pay:** $15.00 per hour plus bonus (based on performance).
**Submit To:** info@larosa-law.com