



**\*\*Please contact Brittney Wilson ([brittney@mvmllaw.com](mailto:brittney@mvmllaw.com)) to apply.**

## **Case Manager Job Posting**

One of Kentucky's most accomplished Plaintiff's litigation firms is growing and looking for a highly motivated and hard working candidate to fill the position of Case Manager. This position is an excellent opportunity for a highly driven and enthusiastic candidate who shares our vision, passion, and dedication to serve our clients quickly, efficiently, and professionally. We offer a great work environment and team approach with opportunity for professional and financial growth.

**Job Summary:** The Case Manager serves a pivotal role as an ambassador for the firm. As a front-line ambassador, this role provides a unique opportunity to serve clients responsible for managing single event cases including client relations and expectations; case analysis and ensuring a positive client experience. The ideal candidate possesses proficiency in MS Office and will be competent with computer platforms, dynamic organizational skills, the ability to provide client centered experience, excellent time management, and a commitment to teamwork. Preferred qualifications include the ability to listen to and evaluate clients' needs, effective communication skills, proficiency with communication systems and attention to detail.

### **Key Responsibilities:**

- Case Management:
  - Overseeing tasks needed to drive single event case completion.
  - Case analysis of documents/information.
  - Critical thinking and problem solving skills needed to make recommendations to attorneys for case development and settlement.
- Customer Interaction:
  - Provide exceptional customer service by addressing inquiries, concerns, and requests.
  - Utilize effective communication skills to ensure a positive customer experience.
  - Enjoy engaging with people and excels in interpersonal communication.
  - Provide empathetic guidance to prospective clients in the initial stages of the legal process, offering support during a challenging period in their lives.
- Availability:
  - Accommodate variations in work schedules based on business needs.
- Time Management and Punctuality:
  - Exhibit strong time management skills to prioritize tasks effectively.
  - Ensure punctual and reliable attendance during scheduled shifts.



- Team Collaboration:
  - Work collaboratively with team members and other departments to resolve client issues.
  - Contribute to a positive team environment through effective communication and cooperation.
- Feedback and Improvement:
  - Display a willingness to receive and apply constructive feedback for personal and professional development.
  - Continuously strive for improvement in customer service skills and efficiency.
- Technical Proficiency:
  - Possess strong computer and technical capabilities.

***Qualifications:***

- Excellent communication and interpersonal skills.
- Ability to adapt to a dynamic work environment.
- College degree preferred.
- 1-3 years prior office experience.