

New Client Services Associate Job Posting



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

Job Summary: The New Client Services Associate serves a pivotal role as a first impression and continuing ambassador of the client experience for the firm. As a front-line team member, this role provides a unique opportunity to serve clients and is responsible for managing incoming calls and inquiries and ensuring a positive client experience. The ideal candidate possesses dynamic customer service skills, the ability to provide a 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:

- Client Interaction:
 - Provide exceptional client experience 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, offer 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 and move their cases through the pre-litigation and litigation process.
 - 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:

- Previous experience in a contact center or customer service role.
- Excellent communication and interpersonal skills.
- Ability to adapt to a dynamic work environment.
- High school diploma or equivalent.