



COOK BARKETT PONDER & WOLZ
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Job Title:

Client Intake Specialist

Location:

Cook, Barkett Ponder & Wolz
1610 N. Kingshighway, Suite 201
Cape Girardeau, MO

Job Description Summary:

The Client Intake Specialist is responsible for initiating and finalizing the client onboarding/closing process, while consistently following up with prospective clients and incoming claims to bring in new business.

General Job Description:

Cook, Barkett Ponder & Wolz has an immediate opening for a charismatic, friendly, and professional individual to fill the full-time position of Client Intake Specialist. Some of the main jobs in this role are to screen incoming claims and prospects, communicate consistently and empathetically with clients, follow up on potential leads, and work to ultimately onboard new clients. This person will screen all incoming calls for new claims and prospective clients and work directly with our lawyers to schedule client meetings.

Strong communication skills are required for this job, as you will need to develop personable connections with the clients and will be interacting with them in person, through email, and over the phone. Due to the nature of this job, you may be on the phone for several hours a day with clients. Good problem-solving skills are essential for this role. All communication with clients/prospects must be professional and friendly, with the end goal being client satisfaction. You need to be willing to go above and beyond for the client. You will also be responsible for data entry and collecting/organizing paperwork, along with other miscellaneous clerical duties. This is a full-time position with great benefits.

Qualifications:

- High school diploma or equivalent required (Bachelor's degree preferred)
- Good problem-solving skills
- Negotiation skills and interpersonal skills
- Customer service or previous sales experience preferred
- Organized
- Ability to empathize with clients
- Previous legal experience is a plus
- Bilingualism is a plus