

Kanoski Bresney Law Firm- Intake Attorney

The Intake Attorney will be responsible for being the initial face/voice of the Kanoski Bresney (KB) Firm and sometimes the last. You will be, among other things, receiving intake calls and emails from potential new clients, investigating preliminary issues, documenting and assigning cases to the KB attorneys including communicating important facts to the assigned attorney(s), serving as the on-call attorney and opening or rejecting new contact files.

The Intake Attorney also has day-to-day oversight of the Intake Specialists, their continued development, coaching and ongoing improvement of the intake process and team members, as well as oversight of the following reports:

- Referred Out Docket
- Drop Case Summaries
- Litigation Reviews
- Statute of Limitations (SOL) Report
- Transfer to Litigation
- Undetermined List

This position is also responsible for partnering with the firm owner on all aspects of the litigation team continuing education and/or development activities, including scheduling, as well as monitoring the social media reviews, specifically “GOOGLE” and monitor and analyze the information and reporting finding’s to firm owner and others as required.

Other facets of the role are to support the KB mission and values and align, motivate and inspire all KB team members to deliver exceptional high-quality service and results. As a leader they are responsible for fostering a positive work environment by building effective working relationships, making sound decisions and initiating action and achieving results. This position is also responsible for partnering with the firm owner on all aspects of the litigation team continuing education and/or development activities, including scheduling.

Responsibilities:

- Selling the value of the firm, mentoring, and developing the intake team
- Serve as the firm on-call attorney as needed.
- Receive intake calls and/or inquiries from potential clients to determine if the firm will accept the case.
- Handle all rejection calls to people who we cannot help.
- Client Interviews: Assists prospective client(s) with intake interview(s), process and paperwork
- Enters new client information into Legal Files
- Returning after hour and weekend calls from potential clients.
- Responsible for “Intake Team” including:
 - o Develop intake scripts
 - o Continued input and development on intake forms
- Manages Client intake process.
- Monitor and/or work assigned (see above) reports.
- Serve as primary point of contact to the intake team for questions, issues and legal direction.
- Partner with KB Operations and firm owner to effectively select new intake staff (as needed) and develop existing staff through regular training and performance feedback.
Monitor, analyze and report out social media reviews (I.E. GOOGLE/FB).
Partner with other KB team members to ensure that all clients and/or prospective clients receive first-class customer service.

Work Hour Expectations: Monday thru Friday 8 AM to 5 PM

Job Type: Full-time

If you are interested in this opportunity, please provide your resume and salary history to Debbie Krohe, Human Resource Manager at marketing@kanoski.com.