



Legal Intake Specialist

Shaheen & Gordon is seeking full-time Intake Specialists to join our team. We are seeking energetic people with outstanding customer service skills. The intake specialist is often the first point of contact with our firm, so candidates must be understanding and compassionate.

Essential Duties and Responsibilities

- Respond to live calls and emails from potential new clients and call back potential new clients.
- Conduct phone and occasional in-person interviews of the potential new client to learn about their situation and provide information about the firm.
- Communicate with attorneys about potential new clients and outside referrals
- Record information received from potential clients

Job Requirements

- Experience in a legal setting preferred, but not required. We are willing to train the right candidate.
- Excellent Communication Skills – written and verbal, with previous telephone customer service experience a plus.
- Prior data entry experience helpful.
- Basic skills and experience with Outlook, Word, Excel and a willingness to learn
- Excellent attention to detail, including spelling
- Highly organized and able to work inde-

pendently and assure client confidentiality

Shaheen & Gordon is an Equal Opportunity employer and does not discriminate on the basis of race, color, religion, sex (including pregnancy), gender identity or expression, national origin, citizenship, veteran status, age, physical or mental disability, genetic information, marital status, sexual orientation, or any other consideration made unlawful by applicable federal, state or local laws in all aspects of employment, including but not limited to recruitment, hiring, training, evaluation, transfer, promotion, discipline, compensation, termination, and layoff.

Candidates must be compassionate, reassuring, patient, empathetic and have a positive team first attitude. The ability to work independently, under time pressure and prioritize multiple tasks is required. We look forward to welcoming someone who takes pride in their work, is enthusiastic and who will thrive in a fast-paced environment.

Shaheen & Gordon presents a pleasant, supportive, challenging, non-smoking work environment. Salary commensurate with experience, with excellent benefits including a 401K plan.

Please email your cover letter and resume and recruiting@shaheengordon.com.