



### **Intake Clerk**

We are looking for an energetic team player with excellent customer service skills. Fluency in Spanish is a plus. This position is full-time, Monday - Friday, from 8:30AM to 5:00PM.

The primary responsibility of this position is to speak on the telephone with potential new clients and complete client intake. Other tasks include, but are not limited to, assisting the firm with:

- Post relevant articles and blog posts on social media to provide a strong presence with Twitter, Facebook, and LinkedIn;
- Schedule new client and attorney meetings;
- Obtain client payment;
- Report on potential conflict of interest cases and open new client files;
- Continually update any changes to intake procedures and recommend efficient workflows;
- Other general assistance and projects.

#### Essential Skills

- Be able to communicate fluently in Spanish with callers and walk-in visitors;
- Possess strong interpersonal skills and high social aptitude;
- Exhibit excellent verbal and written communication skills and must speak clearly and pleasantly while projecting care and enthusiasm;
- Possess intermediate knowledge of marketing with a social media presence;
- Exhibit proficient knowledge of Microsoft Office Programs;
- Inputs information into databases in accordance with established rules and guidelines;
- Maintain professional and courteous manner with those internal and external to HQ;
- Possess excellent organizational skills and independent problem-solving skills;
- Bachelor's degree is preferred but not required

The ideal candidate will be detail-oriented, able to frequently switch between tasks, and extremely reliable. We offer a great benefits package including employer-paid health insurance, profit sharing, PTO, paid holidays and parental leave, as well as retirement, long- and short-term disability insurance, life insurance and summer Fridays.

[Hawks Quindel](#) is a Wisconsin law firm representing individuals in employment, wage and hour, family, disability, workers compensation, and SSDI. Through our Madison, Milwaukee, Eau Claire and Appleton offices, we help individuals prevail in their legal challenges, and we practice throughout the entire state. We focus internally on teamwork and offer a very collegial atmosphere. Our attorneys and support staff take great pride in assisting clients through difficult legal situations.