

Position: Bilingual (Spanish) Intake Specialist for Workers' Compensation Law Firm

Location: Virginia

About Us: At Injured Workers' Law Firm, we are dedicated to providing compassionate and effective legal support to injured workers. We pride ourselves on our core values—Empathy, Integrity, Good Work Ethic, Teamwork, and Customer First—ensuring that every potential client and current client feels heard, respected, and supported during their time of need. We are seeking an Intake Specialist who embodies these values and is passionate about making a difference in the lives of others.

Position Overview: As an Intake Specialist, you will be the first point of contact with our potential clients, helping them navigate the complexities of their Virginia workers' compensation claims. Your role will be crucial in creating a welcoming and supportive environment, where potential clients feel valued and understood.

Key Responsibilities:

- Conduct initial intakes with empathy and respect, allowing potential clients to express their concerns and fears.
- Gather relevant information to identify the root of each potential client's problem and assist in determining the best course of action.
- Provide exceptional customer service, ensuring potential clients are kept informed about their claims and understanding the process.
- Collaborate with attorneys and team members to ensure efficient and effective case management.
- Maintain meticulous records and documentation, demonstrating attention to detail and consistency.
- Uphold the firm's values of integrity, treating all potential clients and coworkers with dignity and respect.
- To be successful in this position, you will need to be committed to gaining a good understanding of the Virginia workers' compensation process.

Qualifications:

- Bilingual Spanish/English (fluent)
- Previous experience in a client-facing role, preferably in a legal or healthcare setting.
- Strong interpersonal skills, with the ability to empathize and connect with potential clients in distress.
- Proven work ethic, with a track record of dependability and proactive problem-solving.
- Excellent communication skills, both written and verbal, facilitate open and constructive dialogue.
- Ability to work effectively as part of a team, supporting colleagues and contributing to a positive work environment.

What We Offer:

- A supportive and inclusive workplace culture that values kindness and collaboration.
- A chance to make a meaningful impact on the lives of potential clients during their most challenging times.

If you are passionate about helping others and are ready to join a team that prioritizes empathy, integrity, and exceptional service, we invite you to apply for the Intake Specialist position at Injured Workers' Law Firm.

Join us in making a difference!