



Client Relations Specialist

The Client Relations Specialist will report to the Client Relations Manager and will work with our clients and fellow employees daily. He or she will handle the outgoing and incoming requests to clients, assist with onboarding new clients, new file intake, and coordinate meetings to ensure all client requirements are communicated and accounts are set up in a timely manner.

As part of the KWA team, the Client Relations Specialist will display the proven ability to effectively lead multiple responsibilities simultaneously in a deadline-driven, fast pace setting as part of a high-performing team.

Primary Responsibilities:

- Organize and oversee incoming and outgoing client service requests and ensure proper followup
- Manage Client Services Inbox
- Assist in handling Escalation Requests
- Follow up with clients from time to time to ensure service quality, future placements, and seek new lines of business
- Troubleshoot collector issues/concerns in line with client standards
- Handle assigned load of clients monitoring standards to ensure KWA compliance
- Review Client requirements
- Contact any other departments that may play a role in servicing the client and explain what their role will be
- Check client header for accuracy – adding any special notes; settlement authorization, back up requests, other contacts
- Perform pre-legal review for new accounts
- Monitor several email inboxes
- Able to maintain regular and consistent attendance at the Firm's worksite.
- Review legal documents with attorneys when necessary
 - Monitor intake of accounts received both digitally and physically and ensure accounts are being set up timely in order to meet client requirements
 - Advise management if assistance from other employees is needed to meet client requirements.
 - Schedule weekly meetings to discuss the focus of the department for the following week.

Qualifications and Requirements:

- Education: High school or equivalent
- Experience: Two years of legal experience in client relations and/or docket work. STRONG understanding of civil procedure, preferably in multiple states.
- Computer Skills: Strong computer skills: Familiarity with Windows Operating System and Microsoft Excel
- Ability to monitor and lead various duties within the department while handling assigned daily workload

- Prioritize work for self and others
- Attention to detail, accuracy, and timeliness under deadlines
- Willing and able to work effectively independently and self-motivates while working toward personal and team goals
- Exceptional strong interpersonal, communication and problem-solving skills
- The proven ability to effectively lead multiple responsibilities simultaneously in a deadline-driven, fast pace setting as part of a high-performing team

Great work environment and attractive benefits package including health, FSA, HSA, dental, vision, disability, and life insurance, 401(k) Plan, paid holidays, paid volunteer time off, and generous paid time off (PTO) policy.

KWA IS AN EQUAL OPPORTUNITY EMPLOYER: *Applicants are considered for positions without regard to race, color, religion, sex, gender identity or expression, sexual orientation, national origin, age, disability, veteran status, or any other consideration made unlawful by applicable federal, state or local law.*