

<https://giaconsultancy.co.uk/job/legal-client-support-assistant/>

Legal Client Support Assistant

Description

Are you interested in a career in the legal profession and can demonstrate professional client administration skills?

My client is a full-service law firm with offices in the heart of Spinningfields, Manchester City Centre.

An opportunity has arisen to join their Client Services Team to take and manage a wide range of client enquiries, ensuring the highest levels of client service are delivered at all times.

Responsibilities

Duties are varied and require a professional, organised and methodical approach.

- Communicate effectively with clients across various channels, supporting them with their legal enquiries and providing first-class customer service at all times.
- Obtain and process client and enquiry information accurately using Proclaim case management software.
- Escalate new enquiries to the relevant departments and promptly record department feedback.
- Display an extensive understanding of the departments within the firm and the services they offer.
- Organise workloads effectively, completing all tasks promptly and accurately and ensuring that all Client Services mailboxes are clear at the end of each working day.
- Skilfully assess or quote specific lead types, determining their viability and onboarding clients efficiently.
- Support departments with matter opening and the completion of Know Your Client (KYC) checks.
- Demonstrate an adaptable mindset and a willingness to accommodate to the changing needs of the team and business.

Qualifications

The successful candidate will ideally have previous experience in a legal or professional services setting and be able to demonstrate:

- Excellent communication skills, both written and verbal.
- Well organised and able to independently prioritise workloads to meet agreed service levels.
- Accurate data entry, with meticulous attention to detail when recording new enquiries or case updates within the Proclaim case management system.
- Proven track record of meeting or exceeding Key Performance Indicators (KPIs).

Job Benefits

In return you can expect a competitive basic salary, a wide range of exciting benefits and exceptional working environment. The nature of this role means it is

Hiring organization

Gia Consultancy

Employment Type

Full-time, Permanent

Beginning of employment

ASAP

Duration of employment

Permanent

Industry

Legal

Job Location

Manchester City Centre

Working Hours

35 hours per week

Date posted

January 6, 2025

Valid through

31.01.2025

fully office based and requires someone happy to travel to Manchester city centre on a daily basis.

Contacts

Apply now for immediate consideration.