

Peper Law Firm Office Manager and Intake Specialist Job Description

Pay Range: \$60,000 - \$90,000 depending on experience

Job Type: Full-time 8:30 – 5:30

Location: In-person at 548 Savannah Highway, Charleston, SC (West Ashley)

Travel: Minimal travel may be required and can be discussed at interview

Benefits: Employer matched retirement plan, health Insurance, vision Insurance, LTD, STD, paid vacation and sick leave, paid holidays (as determined by the Firm), 1-hour lunch

Job Description:

The Peper Law Firm, established in 2005, has two offices in the Charleston area, West Ashley and Park Circle, and focuses on personal injury, civil rights, criminal defense, probate, and estate planning. We have two attorneys in our West Ashley office and one attorney in our Park Circle office, along with paralegals at both locations. We pride ourselves on providing a familial environment for our employees and maintaining client satisfaction in all areas of our practice. If you think you would be a good fit for our office, we encourage you to apply.

We are seeking an Office Manager / Intake Specialist to join our West Ashley office. The ideal candidate will be professional, motivated, and organized, with exceptional oral and written communication skills. The Firm does not require minimal weekend commitments related to community service.

Day to Day Responsibilities include, but are not limited to:

- The ideal candidate will always maintain the utmost professionalism to all clients and the firm. He/she will keep a positive attitude and embrace new responsibilities with the belief that no task is too small, too challenging, or beyond improvement. The candidate will ensure compliance with the Firm's Standard Operating Procedures. The candidate will maintain a professional demeanor and appearance, will be able to think critically and independently, and will be able to build trust and a rapport with clients and other employees.
- Office Manager Duties include:
 - Opening and closing the office
 - Receive and distribute daily mail
 - Coordinate attorneys' and office schedules, to include use of conference rooms and client meetings
 - Receive invoices and tender payment
 - Be the point of contact for all contracts and IT issues
 - Ensure the reception area, conference rooms, and kitchen area are clean, stocked, organized, and maintained each day
 - Serve as back-up to receptionist as necessary
 - Receive payments on all billable / flat fee cases
 - Maintain firm case list/data
 - Maintain firm calendar and calendar of attorneys
 - Coordinate travel for attorneys
 - Order office supplies as needed
 - Other administrative duties as assigned

- Intake Specialist Duties
 - Be the point of contact for all potential new clients
 - Follow-up with after-hours and weekend callers regarding new cases
 - Communicate with all PNCs regarding their potential case.
 - Enter all data into the case management system, and keep the data updated
 - Follow-up with PNC as necessary and instructed by attorneys
 - If a case is accepted, create hard file and deliver to the appropriate paralegal
 - Prepare new client packets and other administrative items
 - Schedule onboarding call with PNC and attorney
 - Refer cases that are not accepted to the appropriate point of contact

Required Experience:

- High school diploma, associate or bachelor's degree preferred
- 2+ years of experience in a legal setting, personal injury setting preferred
- Experience in customer service and/or answering phones
- Proficiency in Microsoft Word, Outlook, Adobe, and Zoom
- Excellent communication and interpersonal skills
- Ability to empathize with clients
- Ability to multitask

Preferred Experience:

- Accounting or finance experience
- Prior experience with QuickBooks
- Prior experience with case management software
- Prior experience working with multiple attorneys
- South Carolina Notary, or ability to become a Notary