

Job Title: Client Coordinator

Location: Orange City, Iowa

Hours: 8-5, Monday through Friday

About the Role:

Huizenga Law Firm is seeking a friendly, organized, and dependable Client Coordinator to be the first point of contact for our clients. In this role, you will manage all incoming calls, greet visitors, schedule appointments, and help maintain a welcoming environment for everyone who enters our office. We're looking for someone who is not only efficient but also empathetic and professional, able to create a positive experience for clients from the moment they walk through the door. If you're a proactive, dependable individual who thrives on variety and enjoys working with people, we'd love to have you join our team!

Key Responsibilities:

- **Client Interaction & Communication:** Serve as the first point of contact for clients, answering calls, taking messages, and responding to emails. You'll greet clients and visitors with a warm, professional attitude, ensuring they feel welcome and supported from the moment they arrive.
- **Appointment Scheduling & Coordination:** Schedule meetings for clients and attorneys, ensuring that appointments are set up efficiently. You'll manage calendars, confirm appointments, and send reminders to clients, making sure everything runs smoothly.
- **Client Intake & File Management:** Assist with the initial intake of new clients by gathering necessary information, creating client files, and ensuring all details are entered accurately into our systems. You'll maintain and update client records, keeping everything organized and up to date.
- **Administrative Support:** Support the attorneys and other staff by helping with various office tasks. This may include preparing meeting rooms, arranging snacks or drinks for clients, and organizing outgoing mail and packages.
- **Document Handling:** Manage incoming and outgoing documents, ensuring that all communications are promptly processed and tracked. You may assist with light scanning, filing, and copying of documents as needed.
- **Maintaining a Welcoming Office Environment:** Keep the reception area and waiting room neat, organized, and welcoming. Ensure that clients and visitors feel comfortable and cared for during their time in the office.
- **Team Collaboration:** Work closely with the other members of the team to support smooth office operations. You'll assist in various tasks as needed and contribute to the positive, collaborative atmosphere of the firm.

What We're Looking For:

- **Excellent Communication Skills:** You will be interacting with clients, visitors, and colleagues regularly, so strong verbal and written communication skills are essential. You should be able to communicate clearly and professionally in all situations.
- **Empathy & Professionalism:** Whether on the phone or in person, you'll be handling clients during important moments in their lives. We're looking for someone who is kind, empathetic, and able to make clients feel heard and valued.
- **Dependability & Responsiveness:** We need someone who is quick to respond and always reliable. You should be comfortable stepping up to help when needed, managing multiple tasks at once, and fulfilling commitments with attention to detail.
- **Strong Organizational Skills:** You'll be handling various administrative tasks simultaneously, so excellent organizational skills and the ability to prioritize are key to keeping everything running smoothly.
- **Proactive & Accountable:** You take the initiative to ensure that everything gets done and don't need constant direction. You're someone who takes ownership of your tasks and ensures everything is completed on time and accurately.
- **Team-Oriented Attitude:** Collaboration is key in our office, and we need someone who is a team player, willing to pitch in and assist colleagues with various tasks. A positive, cooperative attitude is essential for success in this role.

Why This Role is Great:

- **Variety in Daily Tasks:** No two days are the same! You'll get to interact with a variety of clients, handle a range of administrative tasks, and help maintain the smooth operation of the office. Each day offers something new.
- **Meaningful Impact:** As the first point of contact, you'll have a direct impact on the client experience. Your friendly demeanor and efficient support will set the tone for their entire interaction with the firm.
- **Supportive Team Environment:** We're committed to fostering a positive, collaborative atmosphere. You'll be part of a team that values your contributions, and we work together to help each other out whenever needed.
- **Growth Opportunities:** At Huizenga Law Firm, we encourage professional growth and development. We offer opportunities to learn new skills and advance within the firm as you gain experience.

If you're a proactive, organized, and empathetic individual who enjoys working with clients and being part of a collaborative team, we would love to hear from you! This is an excellent opportunity to make a positive impact while contributing to the success of a growing law firm. Apply today and join us at Huizenga Law Firm!