Wiggam & Geer

Job Posting:

**Case Coordinator**

We are looking for an exceptional individual to join our team as a Case Coordinator, acting as the client's liaison with the firm, providing the white-glove service the firm prides itself on. The Case Coordinator will play a vital role in supporting clients and the firm by coordinating administrative tasks related to case management and client satisfaction initiatives. This role will deal extensively with financial matters, so having a familiarity with and understanding of personal finances and financial documents is key. A client-focused environment requires a dedicated, highly productive individual who possesses a sense of urgency, can take direction, and can execute tasks independently with poise.

To apply for the position, please email us your resume at admin@wiggamgeer.com. Please put your first and last name in the subject line of the e-mail.

We require all candidates to complete a job culture survey to help us find the right candidate and to help find the right position for you. We will only consider candidates who complete the survey, so copy and paste the URL below into your browser to get started!

***Application Process***

We require all candidates to complete a job culture survey to help us identify compatible candidates and to help find the right position for you. Copy and paste the URL https://www.cultureindex.com/c/uZ4B1YBIdZ into your browser to complete the survey.

To apply for the position, please email your resume to admin@wiggamgeer.com.

**We will only consider candidates who complete the survey *and* provide a resume.**

***Position Responsibilities***

- Act as case liaison between client and firm, helping update clients on their case and relaying information from clients to the firm's attorneys.
- Proactively follow up with clients to obtain missing documents (e.g. surveys, bank statements, etc.) to keep the case moving and ahead of filing deadlines.
- Track case milestones and deadlines and communicate with clients accordingly (e.g. follow up with clients on adherence to payment plans).
- Execute all tasks related to the engagement process.
- Collect, scan and organize incoming correspondence and supporting client documents (e.g. tax transcripts, financial documents, etc.)
- Calendar important dates and deadlines in firm master calendar.
- Draft client financial summaries including assets, liabilities, incomes and expenses.

- Send outgoing mail, email or faxes as directed.
- Perform case research under direction of attorney.
- Complete other tasks as requested at the direction of attorneys or other firm staff.
- Communicate clearly and effectively with clients, firm members, and other external parties.
- Work efficiently under the supervision of senior attorneys and office manager.
- Provide input and feedback to management to maintain an excellent client experience.
- Accurately track time spent on each client's case.
- Manage workflow, completing tasks daily, ensuring deadlines are met, and work is completed correctly. Adjust daily work based on priorities, urgencies and deadlines.

***Position Requirements***

- A minimum of two years' experience with client-facing responsibilities in a comparable professional environment
- 4-year degree required. Paralegal certificate preferred.
- Working knowledge of financial terminology and documentation required
- Tax, Bankruptcy or Real Estate law firm experience a plus but not required
- Detail oriented and comfortable working in a fast-paced office environment
- Proactive, can-do attitude, with great follow-through and a client care focus
- Exceptional written and verbal communication skills
- Superior time management and organizational skills
- Ability to work effectively and efficiently with other team members
- Strive for personal improvement and a willingness to accept constructive criticism
- Punctual attendance and consistent job performance
- Proficiency with Adobe, Microsoft Word, Excel, Google email and calendar

***What Do We Offer?***

Market rate salary with quarterly bonus opportunity
Generous benefits package, including:

- Health insurance
- Group disability and life insurance policy
- 3% 401(k) match, with profit sharing potential
- Paid Parking or monthly MARTA fare
- Paid time off

Reminder:  Copy and paste the URL https://www.cultureindex.com/c/uZ4B1YBIdZ into your browser to complete the brief survey.