



Bilingual Intake Specialist

Milford, CT

Full-time position

Are you an experienced bilingual (English/Spanish) call center professional with a passion for delivering extraordinary service? The Carter Mario Law Firm has been helping personal injury victims throughout Connecticut for over 30 years. Our efforts to go above and beyond have resulted in countless successful results. We're seeking a bilingual customer service professional to our intake team in Milford. The schedule for this position is Monday through Friday from 10:30 a.m. - 7:00 p.m.

Responsibilities:

- Answer incoming calls from English and Spanish speaking callers
- Handle potential client intake inquiries from English and Spanish speaking callers
- Assist callers by providing polite and professional assistance via phone, e-mail, or mail.
- Promote the advantages of the Carter Mario Brand
- Schedule client meetings
- Prepare correspondence
- Timely data entry and general administrative support
- Assist with front desk coverage as needed

Qualifications:

- Fully fluent (speaking, writing, & reading) in English and Spanish
- Customer service experience preferably in a call center environment
- Exceptional phone etiquette with friendly demeanor
- Professional verbal and written communication skills
- Typing speed of 60+ WPM
- Self-starter with proven ability to effectively perform in a fast-paced environment
- Strong attention to detail, grammar, and punctuation
- Ability to be a team player and work independently
- Medical or legal terminology knowledge preferred
- Organized, reliable work ethic
- Proficient typing skills to navigate various software programs, phone system, the internet, Microsoft Office Suite, Outlook, and Adobe.

We recognize talent and reward results. We provide opportunities for continued growth through on-site training, tuition assistance, and a book club. Our benefit options include medical, dental, vision, life insurance, short-term and long-term disability coverage, a 401(k) with a generous matching feature, and a paid time off bank.

To apply, please forward your cover letter and resume to humanresources@cartermario.com.