



JOB DESCRIPTION

Title: Debt Recovery Intake Specialist **FLSA:** Non-Exempt

Reports to: Debt Recovery Department Head

Summary: Provide administrative and practice support to collection attorneys and paralegals practicing community association representation, including condominiums, townhomes, and single-family homes.

Essential Responsibilities:

- Initial case intake, including opening new collection files, requesting documents from management companies/ boards of directors, and drafting confirming letters to clients.
- File bankruptcy information in system (Pacer).
- Respond to client inquiries.
- Generate documents as instructed by assigned attorneys.
- Work task lists as assigned by attorneys or other practice support personnel.
- Assist in maintaining integrity/organization of files both electronically and physically.
- Locate and monitor Public Trustee foreclosures and prepare relevant communication to client and attorney.
- Assume additional duties/responsibilities as assigned.
- Consistent and on-time attendance is required.

Qualifications and Skills:

- High school diploma (equivalent) required, some college preferred.
- At least 2 years of practice support experience in a law firm setting.
- At least 1 year of experience or exposure to debt collections practices and FDCPA.
- Must be able to interact and communicate with individuals at all levels of organization.
- High level of initiative and foresight in completing assigned projects.
- Excellent grammar, spelling, editing, writing and verbal skills.
- Attention to detail in composing/proofing, establishing priorities and meeting deadlines.
- Able to work in fast-paced environment with ability to handle competing tasks/demands.
- Strong computer skills including: Outlook, Word, and Excel. Case management a plus.
- English Proficiency – speaking, reading, and writing.

ADA:

- Must be able to remain in a stationary position for long periods of time.
- Must be able to focus on a computer screen for multiple hours at a time.
- Must be able to lift in excess of 10 pounds.

*Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. *

BENEFITS:

Benefits are provided to full-time employees as more fully described in summary plan descriptions for our various benefit plans. For more information or to obtain current summary plan descriptions, contact the Chief Operating Officer. The Firm reserves the right to modify or eliminate benefits at its discretion, with or without notice. Benefits currently offered include, but are not limited to:

- Medical insurance
- Health Savings Account
- Dental insurance
- Vision insurance
- Short-term disability insurance
- Long-term disability insurance
- Life insurance
- AD&D insurance
- 401(k) with employer contribution
- Profit-sharing plan

SALARY RANGE:

Employee salaries are reviewed annually by Management. Salary adjustments are effective January of each year or at other such time as determined by the Firm. Employees are eligible for meritorious bonus consideration which timing and amounts are at the discretion of Management. This is a non-exempt, hourly-paid position with a base compensation range of \$35,000-\$55,000 per annum.