



Client Care Specialist

Company Overview:

Galbraith Family Law is a dynamic and innovative family law firm with offices in Newmarket, Barrie, Oakville and St. Catharines. Our mission is to resolve family conflict with heart and to treat others as we would like to be treated. We are dedicated to providing exceptional service and achieving practical, cost-effective resolutions for our clients. Our team-oriented culture and commitment to excellence make us a top choice for both clients and employees.

Position Overview:

We seek to immediately hire a **Client Care Specialist** for our firm's new WeCare initiative. The Client Care Specialist will be at the heart of our commitment to creating a positive, supportive, and empathetic experience for every client. This position is permanent, full-time and provides a hybrid work model, with the flexibility for the candidate to select working out of our Barrie, Newmarket or St. Catharines office.

Key Responsibilities:

- Welcome all new clients to the firm and introduce them to the WeCare program
- Act as the client's "go to" whenever they have a question and guide them to the appropriate team member to address their needs
- Conduct regular, scheduled check-ins with all clients via phone
- Guide clients through each stage of their case, clearly explaining processes, timelines, and sharing available resources
- Collect and manage client feedback, collaborating with the appropriate team member(s) to effectively address any concerns or to praise for a job well done
- Provide compassionate and empathetic support, ensuring clients feel valued and respected
- Act as a bridge between clients and lawyers/law clerks, managing expectations and delivering timely updates
- Track client interactions and feedback to identify areas for service improvement and maintain high client satisfaction

Qualifications and Key Attributes:

- Background in client service, social work, or another client-centered field
- Experience in a legal setting is an asset, but not required
- A very high level of written and verbal communication skills and the ability to be an active listener
- Highly organized and detail oriented
- Punctual and reliable
- Ability to maintain confidentiality and exercise good judgment and discretion
- Tech savvy and experienced using Microsoft Office, coupled with a willingness to embrace and learn new technology
- A deep commitment to compassionate client care and exceptional support

Why Join Galbraith Family Law?

At Galbraith Family Law, we believe in treating our employees with the same respect and care as we do our clients. Here's why you should consider joining our team:

1. **Hybrid Work Model:** We offer the opportunity to work out of a modern, renovated office space that uses the latest technology and equipment, as well as the opportunity to work from home.
2. **Competitive Compensation:** We offer competitive wages, bonus opportunities, health and dental benefits, and other perks.
3. **Commitment to Excellence:** We go above and beyond for our clients and strive for high-quality service.
4. **Positive Work Environment:** We foster a culture of respect, continuous learning, and work-life balance.
5. **Core Values:** We value family, community, and friendships, always aiming to treat others as we would like to be treated.
6. **Growth Opportunities:** We offer opportunities for professional growth and development.

Ready to Apply?

If this position at Galbraith Family Law sounds like the perfect fit for you, we'd love to hear from you. **Please submit your cover letter and resume to the firm's Operations Manager, Tracy Kimmons, via Careers@GalbraithFamilyLaw.com.**

Galbraith Family Law Values Diversity - We are an equal opportunity employer and consider applicants for all positions without regard to race, colour, creed, religion, ancestry, national origin, age, gender identity, sex, marital status, sexual orientation, physical or mental disability, use of a guide dog or service animal, military/veteran status, citizenship status, basis of genetic information, or any other group protected by law. People with disabilities who need a reasonable accommodation to apply or compete for a position at Galbraith Family Law, may request such accommodation(s) by sending an email to **Kim@GalbraithFamilyLaw.com**