

Client Engagement Specialist (Remote – Bilingual Required)

Are you a skilled sales professional who excels at **building relationships, understanding client needs, and closing high-value deals**? Do you thrive in a **consultative sales environment**, where your ability to **connect with people and offer real solutions** is both valued and rewarded?

At Elderly Care Law Firm, we are not just providing legal services – we are **offering families peace of mind, security, and guidance** through complex legal matters such as **estate planning, Medicaid planning, probate, and veterans benefits**. Our ideal **Client Engagement Specialist** understands that **sales is about trust, integrity, and truly serving people's best interests**.

This is a **fully remote position**, but the right candidate **must be bilingual (English & Spanish)** to effectively engage with our diverse client base.

The Right Person Will Align with Our Core Values:

- **Positivity** – Bringing a solutions-focused, upbeat attitude to every client interaction.
- **Dependability** – Following through with clients and ensuring they feel supported every step of the way.
- **Initiative** – Taking ownership of the sales process, identifying opportunities, and finding ways to improve.
- **Attentive Communication** – Ensuring clients feel heard, valued, and informed.
- **Service-Mindedness** – Selling with integrity, always prioritizing the client's needs and best interests.

What You'll Be Doing:

- **Building Strong Client Relationships** – Engage with potential clients to understand their unique legal needs and educate them on our firm's services.
- **Guiding Clients Through the Sales Process** – Act as a trusted advisor, explaining complex legal solutions in a way that is clear, reassuring, and compelling.
- **Managing and Converting Leads** – Follow up with potential clients who have inquired about our services, ensuring a **high conversion rate** from inquiry to retained client.
- **Handling High-Value Consultations** – Confidently speak with clients about **estate planning, Medicaid planning, probate, and veterans benefits** to help them see the value in working with our firm.
- **Tracking and Meeting Sales Goals** – Use our CRM and case management system to manage leads, follow-ups, and ensure smooth client onboarding.

- **Ensuring an Exceptional Client Experience** – Troubleshoot concerns, answer questions, and ensure that every client interaction is positive and professional.
- **Collaborating with the Legal Team** – Work closely with attorneys and legal staff to ensure a seamless handoff once a client retains our services.

Who You Are:

- **Bilingual (English & Spanish) – Required** – You can **confidently communicate** with a diverse range of clients in both languages.
- **Experienced in High-End Sales** – You have **proven success in consultative or high-value sales**, preferably in legal, financial, or professional services.
- **A Natural Relationship Builder** – You understand that successful sales are based on **trust, understanding, and genuine connection**.
- **A Strong Communicator** – You have a **warm, confident, and persuasive communication style** that makes clients feel comfortable and informed.
- **Detail-Oriented & Organized** – You can **manage multiple leads at once**, track client progress, and ensure follow-ups are completed **on time**.
- **Tech-Savvy** – Comfortable using **CRM software, case management systems, and communication tools** to track sales performance and client interactions.
- **Results-Driven & Goal-Oriented** – You love **hitting and exceeding** sales targets while maintaining the highest level of client care.
- **Compassionate & Service-Focused** – You believe that sales is about **helping people** and ensuring they receive the right services for their needs.

Why Join Elderly Care Law Firm?

At Elderly Care Law Firm, we believe in **supporting our team as much as we support our clients**. When you join us, you will enjoy:

- **Remote Work Flexibility** – Work from home while engaging with clients virtually.
- **Meaningful, Impactful Work** – Help families **find the legal solutions they need to protect their future**.
- **A Supportive & Positive Team Culture** – Work with a firm that **values kindness, collaboration, and professional growth**.
- **Competitive Compensation + Performance-Based Incentives** – Your hard work and dedication will be **rewarded and recognized**.
- **Comprehensive Benefits Package** – Including **health, dental, and vision insurance, a 401(k) with employer match, and generous paid time off**.
- **Opportunities for Growth & Development** – We provide **training, mentorship, and career advancement opportunities**.

How to Apply:

If you are a **bilingual, client-focused sales professional** who thrives on **helping people and closing high-value deals**, we would love to hear from you!

We can't wait to welcome the right person to our team!