

Wiggam & Geer
Job Posting:
Case Coordinator (Paralegal)

We are seeking a results-driven, client-focused, and empathetic person who will act as the client's liaison with the firm and provide the white-glove service the firm prides itself on.

Can you answer "yes" to the following questions?

- Do you believe in helping others without judgment? Clients can have significant financial problems and our focus is helping resolve them.
- Are you an empathetic listener who can analyze and understand the client's needs discretely?
- Do you have strong attention to details and accuracy?
- Are you hands-on and self-reliant in your work?
- Do you demonstrate a high level of patience working in routine activities?

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. The Case Coordinator will have direct client interaction and support the attorneys as needed to ensure all cases are on track to achieve the best possible outcome for the client.

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.
- Manage workflow, completing tasks daily, ensuring deadlines are met, and work is completed correctly. Adjust daily work based on priorities, urgencies, and deadlines.
- Track case milestones and deadlines and communicate clearly and effectively with clients accordingly (e.g., follow up with clients on adherence to payment plans).
- 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.
- Accurately track time spent on each client's case and consistently document communication.
- Complete other tasks as requested at the direction of attorneys.

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 preferred
- 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 and communicate effectively and efficiently with other team members
- 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
- Accrued paid time off

Application Process

To apply for the position, please email us your resume to admin@wiggamgeer.com with your first and last name in the subject line of the message.

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/uZ4B1YBIIdZ> into your browser to complete the survey.

About Wiggam & Geer

An established tax law firm located in Downtown Atlanta, we were recognized as the 4th fastest-growing law firm in the U.S. in 2020 according to the Law Firm 500! We zealously advocate for our clients against the IRS, Georgia Department of Revenue, and other state revenue agencies. We value integrity and teamwork, and while we have uncompromising standards of care and conduct, we love to have fun and reward our team for a job well done.