

Client Administrator

Do any of these sound like you?

- You're the kind of person who notices if a form is missing a signature.
- You love a well-organized inbox, checklist, or calendar.
- You thrive when you're given clear responsibilities—and the trust to run with them.
- You care about accuracy because you know the details do matter.
- You want your work to make a difference—and be seen.
- You get satisfaction from helping people, communicating with empathy and without judgment
- You are a solid team player who enjoys collaboration and working with others

Position Summary

As a Client Administrator at Wiggam Law, you'll be the bridge between our sales team and legal professionals, ensuring new clients are onboarded accurately, quickly, and with care.

This is more than an admin role. You'll manage the end-to-end legal team handoff process, keeping systems clean, paperwork on track, and team members aligned. Your precision and speed will directly help people move from tax stress to peace of mind.

If you're detail-obsessed, love structure, and find satisfaction in making complex workflows run smoothly, this role is for you.

Responsibilities:

- Own and execute the firm's sales to legal team handoff process for all new clients
- Create, update, and sync entries with required information in our Clio Grow and Clio Manage case management systems
- Maintain data quality and ensure records are up-to-date across multiple software platforms
- Confirm engagement documents are completed accurately (Engagement Letter, POAs, Credit Card Auth), and retainer payment is received
- Finalize Power of Attorney (POA) forms and submit them to IRS and state tax authorities
- Add new clients to the IRS transcript monitoring software and schedule relevant checks; monitor for passing status and coordinate next steps with the legal team
- Onboard new clients by sending welcome letters and setting tasks for paralegals and attorneys
- Respond to internal handoff questions from the legal or sales teams and escalate any blockers that delay onboarding
- Enter notes from attorney calls into Clio Grow when missing
- Answer firm phone calls when the receptionist is unavailable; transfer calls and/or take messages as appropriate
- Collaborate well with sales and legal teams, including Client Service Coordinators, Client Intake Specialists, paralegals, and attorneys
- Support Client Intake Specialists, as needed, to create and send engagement documents for new clients,

including engagement letters, power of attorney forms, and credit card authorization forms

Qualifications:

- Technical degree or higher level of education preferred or equivalent experience
- 1+ year of administrative experience in a professional office environment; legal or professional services background a plus
- Exceptional attention to detail and follow-through — accuracy is critical to this role
- Calm under pressure, able to manage multiple priorities with deadlines without dropping the ball
- Proficiency with Google Workspace and comfort using cloud-based software; experience with legal software Clio Grow, Clio Manage, and PitBull Tax a plus
- Ability to quickly learn internal tools and follow structured workflows
- Self-starter who enjoys working independently while staying connected to a collaborative team
- Professional handling of sensitive client documents and communications
- Experience drafting or managing documentation preferred, especially in deadline-driven environments

What we offer:

- Generous benefits package
- Competitive compensation
- Accrued paid time off
- Employer-provided health insurance
- Dental and vision insurance are available
- Paid group disability and life insurance policy
- Up to 4% 401K match
- An annual retirement contribution from the firm's profit-sharing plan
- Paid parking or monthly MARTA fare
- In our fast-growing law firm, the ability to gain more responsibility and grow with the firm is also a possibility.

Compensation:

- \$40,000 - \$45,000 annually, based on experience

Why Wiggam Law?

- Join one of the fastest-growing tax law firms in the U.S. (Law Firm 500 #4 in 2020) with offices in Midtown Atlanta or Peachtree Corners
- Help real people resolve real tax issues and be part of the team that makes that possible
- Work alongside people who genuinely care about clients, process, and each other
- Get structure and clarity in your work and the freedom to suggest improvements
- Enjoy competitive pay, health benefits, paid parking or MARTA, retirement contributions, and opportunities to grow with the firm

To apply, please email your resume and cover letter to admin@wiggamlaw.com.