



# HILLS AT LAW, P.C.

Criminal Defense · Southwest Michigan

## Client Advocate

**Reports to:** Senior Client Advocate

**Pay Structure:** Hourly, Non-Exempt

### Job Summary

The Client Advocate serves as a compassionate first point of contact for individuals navigating stressful, complex, and often deeply personal legal situations. This role is centered on creating a safe, respectful, and non-judgmental environment where potential clients feel heard, understood, and supported.

Rather than focusing on persuasion or sales, the Client Advocate prioritizes trust-building, emotional awareness, and clear communication. By listening carefully and responding with empathy, the Client Advocate helps individuals understand their options and feel confident taking the next steps.

The Client Advocate also supports a smooth onboarding experience for those who choose to move forward, ensuring a warm and thoughtful transition to the legal team.

### Responsibilities

- Serve as the first point of contact for potential clients, creating a welcoming and safe experience.
- Conduct conversations with care and curiosity, allowing clients to share their stories at their own pace.
- Build trust quickly through strong communication, empathy, and active listening
- Ability to recognize emotional cues and adjust communication to respond to stress, fear, or embarrassment with empathy and professionalism.
- Clearly explain the firm's services, process, and what to expect
- Assist with intake and documentation in a supportive way.
- Maintain accurate and detailed records in the firm's case management system
- Complete all intake steps, follow-ups, and drip campaign tasks
- Collaborate with attorneys and team members to ensure a seamless client experience
- Participate in team meetings, call reviews, and ongoing training

**Education:** Requires a high school diploma or equivalent

### Experience:

Backgrounds encouraged:

- CPS, social work, case management

- Crisis intervention / hotline support
- Behavioral or mental health roles
- Victim advocacy / nonprofit work
- Healthcare support roles

**Skills:**

- Active listening and emotional intelligence
- Comfort with difficult or sensitive conversations
- Clear, compassionate communication
- Organization and attention to detail
- Professional boundaries and ethics
- Strong follow-through and accountability

**Position Success Metrics:**

*Success Metrics will be reviewed and adjusted periodically based on the needs of the Firm.*

- 100% Follow-up Compliance Rate
- Completion of 13 – 20 Potential New Client calls per week
- Call Quality Score of 4 or Higher

Team Lead reviews 5–10 calls weekly

- Did they let the client speak without interruption?
- Did they acknowledge emotions?
- Did they avoid pressure language?
- Did they explain clearly?
- Did they set a clear follow-up plan?
- Documentation Quality Score of 4 or Higher

Team Lead reviews 5–10 intake forms weekly

- Completeness
- Clarity
- Accuracy
- Detailed incident information
- Confirmed referral information
- 40% Engagement Rate

**Who This Role Is For**

- People who genuinely care about others and want to help

- Strong communicators who can connect quickly with different personalities
- Individuals who can balance empathy with confidence
- Those who take ownership of their work and follow through consistently

**Who This Role Is Not For:**

- Commission based sales-driven individuals
- Those preferring transactional interactions
- Those reliant on scripts over human connection
- Individuals uncomfortable with asking for payment

**Physical Requirements**

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at a time.

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_