

## Client Enquires Coordinator

A full service law firm with its heart in Essex and Suffolk, we are legal specialists providing regional services to East Anglia. We excel in creating long standing partnerships with our clients, protecting their interests and supporting their growth and development.

Our large team of specialists work in partnership with individuals and organisations to provide them with truly proactive legal services through personal relationships. Acting as a trusted advisor to our clients, we take the time to understand each client's needs and objectives before delivering practical advice through a personal and accessible approach. For more information on who we are please see our website [www.holmes-hills.co.uk](http://www.holmes-hills.co.uk).

### THE ROLE

We are currently looking for someone to fill an existing position within our marketing team. In this role you will play a pivotal part in growing the business through assisting individuals who are making enquiries with the firm about our wills, lasting powers of attorney and residential property conveyancing services. The aim is to convert these enquiries into instructions or appointments.

### THE DAY TO DAY

Your day to day work will include:

- Being the first port of call for prospective clients, providing information on services and selling service benefits
- Managing the enquiries pipeline, making timely phone calls to follow-up prospective clients
- Accurate reporting of enquiries at different stages
- Liaising with secretaries, lawyers and third party professionals outside of the firm
- Distributing the incoming work to the lawyers
- Distribution of communications via email and post

### WHAT EXPERIENCE DO I NEED?

You will need to enjoy promoting and selling, as well as enjoy working towards and exceeding realistic targets. Successful experience in a sales position and working to sales targets will be considered an advantage. Training will be provided on the legal services to be discussed with prospective clients.

### WHAT SHOULD I HAVE?

- Strong communication skills including a confident phone manner
- Be sales driven and target orientated
- Great at building relationships
- Self-motivated

### WHAT ARE WE OFFERING?

A competitive salary, a target related reward and a supportive, relaxed and flexible work environment.

### WHO WILL I BE WORKING WITH?

You will work closely with the Head of Business Development [Philip Davies](#) and Lisa Martin, our Client Enquiries Co-ordinator for Residential Property.

