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Client Coordinator

Are you passionate about fostering and managing meaningful connections within a forward-thinking legal environment? Join our team at **CRT Legal**, where we pride ourselves on being a safe space for open communication and authentic relationships in a non-traditional legal setting. As a local law firm with a global reach, we are committed to guiding our clients through their unique legal journeys.

Our Values:

At **CRT Legal**, we believe in:

- **Meaningful Connections:** We foster trust and accountability through authentic communication, ensuring that every interaction is grounded in empathy and professionalism.
- **Forward-Looking Perspectives:** As a forward-looking law firm, we combine local expertise with a global outlook to provide innovative solutions tailored to our clients' needs.
- **Passion:** We are proud of our legal knowledge. Each client has a unique situation, and we exist to support and guide our clients through those situations.

What Does a Client Coordinator Do at CRT Legal?

The Client Coordinator role is pivotal in our team. You will:

- Serve as the first point of contact for new and existing clients.
- Receive communications via email and phone, maintaining responsiveness and professionalism.
- Identify initial inquiries and facilitate intake processes.
- Track new leads and conversions.
- Schedule appointments, whether online or in person, based on client preferences.
- Confirm appointments and maintain organized client files using our Client Relationship Management (CRM) software.

*Unit 100 548 Laura Ave, Red Deer County, Alberta T4E 0A5
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**Denotes Professional Corporation*

- Facilitate client engagement and document signing processes.
- Coordinate with lawyers and case workers to move matters forward effectively.
- Manage communication with clients and stakeholders, including emails and mailings.
- Provide support for office administrative functions.

Skills and Qualifications:

We are looking for someone who is:

- Experienced: Minimum 2 – 4 years in a similar or related role.
- 100% technology savvy, proficient in Microsoft Office, and demonstrable experience with legal CRM software.
- Personable, engaged, and empathetic.
- Client-centric with a passion for ongoing legal technology learning.
- Professional, responsive, and confident in your work.
- Organized, efficient multitasker with excellent attention to detail.

What we Offer:

This is a critical, client facing role for our business therefore we offer a competitive salary; negotiable depending on experience. **CRT Legal** recognizes the importance of work-life balance, and this role has a possibility of a hybrid work model or fully remote position. This is a full-time role.

Mentorship for the role is available. We support career development and ongoing learning is encouraged and compensated.

How to Apply

At **CRT Legal**, we value innovation and proficiency in technology as essential qualities for success in this role. We encourage you to demonstrate your technological expertise as part of your application.

To apply for the Client Coordinator position at **CRT Legal**, please submit your resume and cover letter detailing your qualifications and why you are the ideal candidate for this role.

Additionally, please showcase your strong technology skills by:

- Including relevant certifications or training courses related to client relationship management systems, Microsoft Office, and other software applications.
- Provide examples of how you have utilized technology to streamline processes, improve client interactions, or enhance productivity in previous roles.
- If applicable, mention any experience with CRM platforms, client booking systems, payment systems, task reminders, and other tools mentioned in the job description.

Applications can be sent via e-mail to info@CRTLegal.ca please use the subject line “**Your Client Coordinator**”. We are excited to meet you!