

Finney Injury Law

Virtual Intake Specialist (Part-Time)

Position	Virtual Intake Specialist (Part-Time)
Employment type	W-2, part-time, non-exempt (hourly)
Pay	\$24.00 / hour (\$600 / week; ~\$31,200 annualized)
Hours	25 hrs/week — Monday–Friday, 2:00–7:00 PM (Central)
Location	Remote
Reports to	Chief Operating Officer

About the Firm

Finney Injury Law is a boutique, trial-focused personal injury firm in St. Louis. We take on a focused caseload and prepare every case as if it is going to trial — which is how we drive better outcomes for the people we represent. We handle auto and motor vehicle accidents, medical malpractice, premises liability, daycare injury, and related personal injury matters. Our intake team is the first point of contact for every prospective client, and this role exists to make sure no injured person who reaches out falls through the cracks.

About the Role

We are hiring a part-time Virtual Intake Specialist to handle inbound prospective-client calls and intake during our busiest afternoon and early-evening hours. You will be the firm’s first voice for many callers — gathering the facts of their situation, recording them accurately in our case management system, and routing each matter to the right attorney for review. This is a fully remote position.

The schedule — afternoons through early evening — is built around the hours when our call volume and missed-call risk are highest. You will work alongside our existing intake team, providing added coverage and a smooth handoff during peak demand.

What You’ll Do

- **Answer inbound intake calls** from prospective clients during scheduled hours, with warmth, professionalism, and a sense of urgency.
- **Conduct structured intake interviews** using the firm’s intake script, adapting to the case type (auto/MVA, medical malpractice, premises, daycare, and general personal injury).
- **Accurately document** caller information, incident facts, injuries, and insurance details in NEOS, our case management system.
- **Apply the firm’s case-evaluation framework** to capture the information attorneys need, and route each matter to the correct reviewing attorney.
- **Follow up** on pending leads and ensure no prospective client is left waiting.
- **Coordinate handoffs** with the rest of the intake team and with after-hours answering services.
- **Maintain clean, complete records** so attorneys can make fast, well-informed decisions.

What We're Looking For

- Excellent phone presence — clear, empathetic, and calm with people who are often stressed or in pain.
- Strong written documentation skills and attention to detail.
- Comfort learning and working inside case management software.
- Ability to follow a structured intake process while exercising good judgment.
- Reliable high-speed internet and a quiet, professional remote work environment.
- Availability for the full scheduled hours, Monday through Friday, afternoons through early evening (Central time).
- Prior experience in legal intake, customer service, call center, or a client-facing role is preferred but not required.
- Bilingual (English/Spanish) is a plus.

Compensation & Schedule

- **Pay:** \$24.00 per hour.
- **Schedule:** Monday–Friday, 2:00–7:00 PM, Central time — 25 hours per week.
- **Classification:** W-2 employee, part-time, non-exempt (overtime-eligible).
- **Location:** Fully remote.

How to Apply

Submit your application through Indeed, including a brief note about your relevant experience. We review applications on a rolling basis and will reach out to candidates selected for an interview.

Finney Injury Law is an equal opportunity employer. We are committed to a diverse and inclusive workplace and do not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, or any other protected status.