



Role Title:	Client Relationship Legal Assistant
Role reports to	Client Relationship Manager
Role Level	Assistant
Client Facing role	Yes
Role requirements	Full time within standard business hours

Tracey Solicitors LLP are a dynamic and progressive law firm based in Dublin City Centre. We specialise in personal injury and medical negligence litigation, with a modern business focus and client centre culture. Our paperless office which kicked off in 2008 ensures we are systems and procedures driven. We are people-centred and have an empowered workforce. We have a very large representation in the legal market.

**Overview:**

We are seeking a Client Relationship Legal Assistant, fluent in Polish and English. This role offers a fantastic opportunity for a self-motivated individual to join the firm at an exciting time of change for the legal professional landscape in Ireland.

This role plays a critical part of the business's ability to attract the right clients into our business. If you are an accountable, organised, enthusiastic, customer-focused individual with a legal background or legal interest, then this role is for you.

**Qualifications:** 3<sup>rd</sup> Level Education.

**Core Competencies: Essential:**

- Fluent in English and Polish
- Enthusiastic, motivated, 'can do', customer-first attitude
- Excellent communication skills
- Proficiency in Microsoft Office Suite and IT literate
- Ability to work independently and collaboratively on a team to achieve objectives
- Hands-on experience with office equipment (e.g. fax machines and printers)
- Tact and diplomacy
- Ability to be resourceful and proactive when issues arise
- Excellent organizational skills, time and priority management
- Multitasking and time-management skills, with the ability to prioritize tasks
- Typing skills

**Experience:** 3 years' experience within a client-focused, fast moving environment.

**Desired Skills (not mandatory):** Legal background and using a Case Management tool, Russian language.

**Key Responsibilities:**

- Supporting Client Relationship Manager and Solicitors in dealing with all new business enquiries (Polish and/or English)
- First point of contact with new Polish clients – voice of Tracey Solicitors.
- Assisting Solicitors and Polish Legal Assistants in managing Polish client cases.
- Management of daily tasks such as
  - Dealing with all incoming calls from Polish clients to include general case enquiries from clients and new queries.
  - Setting up New Query Files within our Case Management System.
  - Attending in house client meetings

- Managing emails received from clients.
- Translation of documents
- Management and scheduling of daily calendar appointments
- Assist Marketing team with client behaviour feedback and related marketing activities.

Check out our website at [www.traceysolicitors.ie](http://www.traceysolicitors.ie) for further information. You can view a short video about who we are by clicking [here](#).

-

Please send your application to [ask@traceysolicitors.ie](mailto:ask@traceysolicitors.ie)

