



## The National List of Attorneys

Quality Legal Referrals Worldwide  
Since 1900

### Customer Service / Client Relations Position

Deadline: November 30, 2012

#### Description:

The National List of Attorneys (NL) is a marketing and referral service for law firms who assist clients in the credit and collection industry. NL has an opening for a customer service / client relations position in our Bismarck, ND office. This position is responsible for providing friendly, outstanding customer service to our clients and our law firm members. Customer service / client relations associate assists clients needing legal referrals by gathering pertinent information from the clients and contacting lawyer members to determine which lawyer member is the best match based on the client's particular needs. They also facilitate communications between the client and the lawyer anytime there is a dispute. Associates will also follow up with clients and lawyer members to ensure their satisfaction and offer further assistance.

#### Qualifications and Requirements:

- Work 40 hours per week Monday through Friday 8 am and 5 pm
- Have excellent oral and written communication skills
- Type at least 55 words per minute
- Be proficient in working with Microsoft Office Products
- Minimum of 4 years experience in customer service
- College Degree in business related field preferred

#### Core Competencies:

- Excellent oral and written communication skills
- Strong customer focus
- High level of professionalism

#### Wage and Benefits:

Starting pay is between \$14-\$16/hour depending on experience. Our office hours are Mon.-Fri. 8 am to 5 pm. We offer a friendly professional work environment, healthcare benefits, PTO, paid holidays, flex and retirement plans. We offer onsite training, development and opportunities for advancement within our organization. Office attire is business casual. Qualified applicants should send their resume and cover letter to [kstromstad@nationallist.com](mailto:kstromstad@nationallist.com).