



POSITION TITLE: Client Service Clerk

REPORTING TO: Finance Manager

The Firm

Mann Lawyers LLP is a growing firm of over 30 lawyers that practice in real estate, litigation, wills and estates, family, environmental, and business law, with offices in Ottawa and Perth. We are a group of dedicated lawyers who provide our clients with top notch legal services in a wide variety of practice areas. We strive for success, not only in legal terms, but also in life. We work hard to ensure that our culture is inclusive of all. We promote authenticity and celebrate diversity.

Our 25+ years of delivering compassionate, intelligent, and thoughtful advice with integrity, demonstrates our unparalleled ability to forge long-term client relationships. That quality of thought and action extends to our clients but also to our team members and out in the communities we feel lucky to be part of.

The Role

We are currently recruiting for a Client Service Clerk, who is an independent worker and demonstrates attention to detail.

The ideal candidate must have excellent written and verbal communication skills and comfort with organizing their time.

This position is involved in the day-to-day operations of a medium independent law firm.

Type: Permanent, Full-Time

Location: Ottawa, Ontario

Experience: 4+ year(s)

Training: Minimum of post-secondary education with a concentration in accounting or equivalent combination of work experience and education

KEY RESPONSIBILITIES

- Perform any follow-up on invoices not approved in a timely manner to decrease invoicing delays
- Process client payments – credit card and debit payments for both general and trust
- Schedule and attend monthly lawyer meetings to discuss account receivables
- Print Reminder notices to clients, review with Finance Manager and e-mail and/or mail required notices to clients

- Review all aging accounts over 60 days, discuss account with responsible lawyer and, if directed, contact clients regarding the collection of outstanding accounts
- Contact clients to resolve any invoice problems or discrepancies and if necessary, make additional contact with clients for the collection of outstanding invoices
- Document client contacts in accounting system
- When directed, send demand letter to clients for payment of outstanding account(s)
- When directed, send accounts to collection agent
- When directed, prepare Assessment documents
- Track anticipated client payments
- When necessary, report any unresolved disputes with clients to the Finance Manager and/or Partners for resolution
- Retainer governance
- Cross training on other finance related tasks including client billing
- Fill in at reception when required
- Perform a variety of clerical duties including, but not limited to, answering telephone inquiries, taking messages, filing, scanning and photocopying (and other duties, as assigned)

REQUIREMENTS

Knowledge & Skills

- Verbal and written communication skills
- Ability to communicate with all levels of personnel including senior management
- Attention to detail
- Critical Thinking
- Must be able to demonstrate and promote a positive team -oriented environment
- Ability to work both independently and in a team environment
- Experience with MS Office software
- Previous experience with PC Law and/or Soluno would be considered an asset

Education & Work Experience

- Post-secondary education with a concentration in accounting or equivalent combination of work experience and education
- Minimum of four years client service/collections experience
- Previous office experience, law firm experience an asset

Other

- Full vaccination against COVID-19 (subject to accommodation of bona fide medical and/or human rights related restrictions)
- This role requires in-office attendance

It would be preferable, though not necessary, for candidates to have experience with using Net Documents.

Salary level is commensurate with experience and health benefits are provided.

Mann Lawyers welcomes applications from all qualified candidates. We are happy to provide reasonable accommodations throughout the selection process and while working at Mann Lawyers. If you require support applying online because you are a person with a disability, please contact us at 613-722-1500 x 243 or recruiting@mannlawyers.com. We welcome the opportunity to discuss accommodation of your disability and ensure fairness in our hiring process.

Interested candidates should submit their application, in confidence, to recruiting@mannlawyers.com. Only candidates considered for the position will be contacted.

Thank you for your interest in Mann Lawyers LLP.