

Case Manager

Position: We are seeking a full-time case manager to manage portfolio of pending litigations and arbitrations hosted on our proprietary software and to assist clients in completing e-filing transactions. The successful candidate is a detail-oriented, technology proficient, self-starter with excellent communication skills and a background in litigation looking to service the legal industry from outside a law firm or legal department environment.

Job Type: Full-time / Hybrid

Responsibilities:

- Setting up online case files for civil litigations and arbitrations in our system and launching them on our site
- Completing new entries and modifications to case database, including maintenance of firm profiles and issuance of user credentials
- Handling high volume of email and telephone support requests from judges, lawyers, paralegals, legal secretaries, and Court/ADR personnel
- Assisting clients with e-filing transactions
- Interfacing with accounting department regarding various client charges
- Tracking email notifications generated by online system
- Assisting with various Company projects

Requirements:

- Minimum 2 years of experience working for a law firm, arbitration association, in-house legal department, or litigation vendor
- Possesses a solid understanding of court processes, legal terminology, litigation procedures, and vendor services
- Excellent organizational and communication (verbal and written) skills
- Ability to accurately determine and swiftly resolve client needs to ensure that overall client experience is positive and exceeds expectations
- Strong computer skills including established proficiency with Microsoft Office products
- Learns new software programs quickly; experience in technology troubleshooting a plus
- Adept at multi-tasking and working quickly and effectively
- Detail-oriented approach to projects and pride in work product
- Ability to sit at desk and work on computer continuously throughout business day
- Functions effectively as part of a cohesive and collaborative team, as well as independently
- Enjoys the challenges and opportunities of a small workplace environment

Hybrid: Case managers work remotely with Company-provided laptop and currently work in-office one day per week.

Compensation and Benefits: Salary Range \$70,000 - \$80,000. Salary commensurate with experience and skill set; discretionary bonus; medical insurance; 401(k) profit-sharing plan; paid vacation.

Other: Office located in Class A office building in Woodland Hills. This position is ideal for a tech savvy individual working in the legal industry to apply their knowledge in an innovative way.

Please submit a resume, a cover letter expressing your interest in the position, and salary requirement to info@caseanywhere.com.