

WORK FROM HOME Inbound Salesperson Needed for Fast-Growing Tenant Rights Law Firm

Are you a CLOSER?

Do you have experience selling high-end services or luxury items?

Do you enjoy working from home?

Are you comfortable with technology and interacting with clients via teleconferencing or telephone?

Are you looking to join a team of smart, scrappy, hardworking, and high-energy attorneys and legal professionals in a startup-type environment?

If you've answered yes to these questions, you may just be the person we're looking for.

We are a fast-growing San Francisco-based tenant rights law firm dedicated to changing lives—one tenant at a time. We pursue justice for California renters who have been harassed, discriminated against, or illegally evicted; and help tenants forced out of rent-controlled apartments get a fresh start. We are seeking a rock star Non-Attorney Salesperson who can hit the ground running.

The Non-Attorney Salesperson's primary duties are (1) to oversee new client sales and onboarding, (2) to manage a team of one or more offsite Client Intake Specialists who screen calls and schedule appointments with the Client Relations Manager for qualified prospective new clients (PNCs), (3) to provide weekly sales reports to the Professional Legal Administrator (PLA) and Chief Executive Officer (CEO), and (4) to work with the PLA and CEO on refining and improving the intake and onboarding process to make it as seamless as possible for FIRM clients. From the first pre-screened sales call with a qualified PNC to the signing of a legal services agreement, communications with PNCs shall be handled by Non-Attorney Salesperson with the assistance of the Client Intake Specialists, as needed. Specific job duties include the following:

- Communicating with Client Intake Specialists regarding PNCs.
- Ensuring the Firm's Advice Attorney's schedule is completely booked with paid consultations.
- Ensuring all information in the Firm's CRM software is up to date.
- Recommending, designing, deploying, executing, and updating policies, procedures, processes, checklists, templates, forms, etc. relating to intake, sales, and onboarding; and create systems that run the sales team efficiently and profitably.
- Assessing all new PNCs and determine based on objective and subjective criteria which of these the Firm should offer to retain.
- Answering any non-legal questions raised by PNCs regarding filling out forms, sending documents to the Firm, signing legal services agreements, and handling any other matter involving the PNCs' pre-engagement relationship to the Firm.
- Post-screening by the Client Intake Specialists, acting as the primary point of contact with PNCs through the onboarding process.
- Maintaining accurate records in the Firm's CRM software to track the number of PNCs who contact the Firm, the number who come in for initial consultations, and the number who engage the Firm.
- Ensuring that all PNCs for whom we decline representation receive a "Rejection of Matter" email or, where no email was provided, a "Rejection of Matter" telephone call from Receptionist.

- Preparing monthly report to firms that have referred clients to the Firm, summarizing the status of all referrals.
- Following firm-prescribed guidelines on how to communicate with PNCs in the most effective manner; collecting information about the PNCs and the matters for which they are seeking the Firm's help; assuring the PNCs that the Firm's attorneys and staff will be able to help them; showing compassion for their troubles; and explaining how the Firm can improve their lives.
- In accordance with the ethical rules governing lawyers, not providing legal advice, but otherwise managing all aspects of converting PNCs to clients.
- Stay in contact with PNCs who do not retain us after their initial consultation to keep the door open for them to retain us when they are ready.
- Virtually attending weekly team meetings, monthly team meetings on the last Tuesday of the month, and monthly one-on-one one-hour coaching meetings with the CEO & Managing Attorney.

If the following statements describe you, then you may be our Non-Attorney Salesperson:

- You are a closer!
- You are confident, articulate, and comfortable.
- You can empathize with clients' situations, exuding warmth and compassion.
- You have either some previous familiarity with or an interest in tenant rights law and are willing to learn what makes strong tenant rights cases for the Firm.
- You believe in the firm's commitment to work-life balance but are nonetheless prepared to arrive early, stay late, and work on weekends when necessary to get the job done.
- You have an empathetic and understanding manner with clients.
- You have great attention to detail. You proofread documents and emails; can spot and fix grammar errors, spelling errors, typos, formatting errors, etc.; you do not let important details slip through the cracks or derail a project.
- You expect personal performance and team performance to be nothing short of the best.
- You are honest and trustworthy, do not cut corners ethically, earn trust and maintain confidences when appropriate, and, most importantly, do what is right, not just what is expedient.
- You are innovative, growth-minded, can generate new and creative approaches to problems, and can maximize value and use of technology and other resources.
- You can act without being told what to do and bring new ideas to the Managing Attorney.
- You work at a fast pace with the ability to move between tasks quickly, are not overwhelmed with volume or by deadlines, and spend time on tasks that add value.
- You develop and nurture productive and professional relationships with PNCs, clients, and staff, and are amicable, friendly, and warm.
- You are fast-learning, self-directed, and are able to work with minimal oversight.
- Your middle name is "No Drama."
- You are an awesome juggler of tasks and can change gears quickly.
- You do not think of any task as "beneath you."

The ideal candidate has prior experience in legal sales and/or direct client relations; education and/or work experience equivalent to a college degree (Juris Doctor preferred); speaks Spanish (preferably); has excellent writing, interpersonal, and organizational skills; and is proficient with the Windows Operating System and Microsoft Office, including Microsoft Word, Outlook, Excel, and Teams. Experience with RingCentral, Clio, Clio Grow (formerly Lexicata), vCita, Dashlane, and Dropbox preferred, not required. The ideal candidate has a demonstrated commitment to fighting for social justice and tenant rights, a high comfort level with technology, and an interest in growing with the Firm. Finally, the ideal candidate will have a positive attitude and sense of humor, and be willing to follow policies, systems, and procedures.

This is a fulltime job and you absolutely must be able to work for at least forty hours per week. Work is done 100% virtually from any location in the world so long as the person is available during Pacific Time Zone business hours, Monday through Friday. Salary depends on experience. Total compensation includes bonuses tied to the achievement of objective monthly milestones in full compliance with California law and the California Rules of Professional Conduct; full health, dental, and vision benefits after ninety days of fulltime employment; paid vacations (ten days per year), paid holidays (ten days per year), and paid sick leave in accordance with state law; and a retirement plan with a 2% employer contribution after one year of employment.

About the Firm

Founded in January 2016, Tenant Law Group was recently recognized as the twenty-second fastest growing law firm in the United States by [Law Firm 500](#). Our clients are California renters (primarily those living in the San Francisco Bay Area) who are experiencing any type of dispute with their landlord. Founded in January 2016, our firm grew 100.5% between 2016 and 2017, 72.3% in 2018 over 2017, and approximately 88% in 2019 over 2018. Our team currently consists of twenty-two individuals, including eight full-time employees, one part-time employee, and thirteen contractors. We are committed to the work we do for our clients, but we don't take ourselves too seriously and really value professional development and team building. Here is our mission statement:

We are a tenant rights law firm dedicated to changing lives—one tenant at a time. We pursue justice for California renters who have been harassed, discriminated against, or illegally evicted. We are committed to social justice and to the ideal that all members of our community, regardless of financial resources, are entitled to legal representation. While our clients include renters from all backgrounds, we are especially dedicated to the most vulnerable renters—namely, the indigent, the elderly, immigrants, blue-collar workers, and individuals with disabilities. We believe in doing well by doing good, understand the high demand for tenant rights attorneys in California generally and in the Bay Area in particular, and therefore aim to grow our firm as rapidly as possible to serve the approximately eighteen million renters in California. We treat our clients with dignity and respect, and value the personal and professional development of everyone in our organization. Our core values include zealous advocacy, constant client communication, professionalism and civility among lawyers, respect for work-life balance, and technological innovation. This firm is an equal opportunity employer.

Se habla español.

How to Apply

Prepare a cover letter with no more than TWO paragraphs and a closing sentence. In the first paragraph, explain what you believe are the three most important qualities needed in an effective non-attorney salesperson and why you believe they are the most important qualities. In the second paragraph, explain why you applied to this particular ad. As a closing sentence please write, "I have read the instructions contained in the job posting and have followed the instructions."

Do not send your resume through this website. Email your resume and cover letter in PDF format to appliesftenantlaw@gmail.com. The subject line of the email should your last name (all caps), followed by the position you are applying for in lower case, followed by one word that you would use to describe yourself in all caps (e.g., SMITH non-attorney salesperson AWESOME).

We look forward to reviewing your application.

APPLICATIONS THAT DO NOT FOLLOW THESE INSTRUCTIONS WILL NOT BE CONSIDERED.