

Legal Assistant & Client Intake Specialist - Charlotte, NC | Full-Time

Who We Are

Modern Legal is a boutique family law firm based in Charlotte, North Carolina. We believe every client deserves fearless advocacy, genuine empathy, and exceptional service.

We represent individuals facing some of the most significant moments of their lives, from divorce and child custody matters to mediation and litigation. We take that responsibility seriously.

Our team is values-driven and committed to doing meaningful work the right way.

Our Core Values

- **Empowerment:** We uplift our clients, our community, and one another.
- **Innovation:** We seek smarter, better ways to serve our clients and improve our practice.
- **Perseverance:** We remain steady under pressure and see challenges through to resolution.
- **Genuine Advocacy:** We lead with empathy, professionalism, and heart.
- **Awesome Without Exception:** We take pride in doing things right, every time.

The Role

As our Legal Assistant and Client Intake Specialist, you are often the first impression of Modern Legal.

You will guide prospective clients through their initial interactions with the firm, support attorneys and team members behind the scenes, and help ensure that clients feel informed, supported, and cared for throughout their experience with us.

This role combines client service, intake coordination, administrative support, and case management assistance. Success requires strong organization, attention to detail, sound judgment, and the ability to keep multiple priorities moving forward.

You will play an important role in helping our team deliver the level of service and professionalism our clients expect.

Who You Are

You enjoy helping people and take pride in creating order, follow through, and consistency.

You are someone who:

- Brings organization and structure to busy environments.
- Notices details others might miss and takes pride in getting things right.
- Communicates professionally, confidently, and empathetically.
- Can balance competing priorities without losing track of commitments.
- Takes ownership of tasks and follows them through to completion.
- Maintains professionalism and composure when situations become emotional or stressful.

- Learns new systems quickly and embraces continuous improvement.
- Enjoys being part of a collaborative, team-oriented environment.

What You Will Do

Client Intake & First Impressions

- Guide prospective clients from their first interaction with the firm through consultation scheduling and intake completion.
- Help prospective clients feel informed, welcomed, and supported during what is often a stressful time.
- Gather information accurately and ensure intake records are complete.
- Maintain consistent communication and follow up with prospective clients as needed.

Client Communication & Administrative Support

- Serve as a primary point of contact for prospective and current clients.
- Answer incoming calls, emails, and inquiries professionally and promptly.
- Ensure important information reaches the appropriate team members.
- Maintain calendars, appointments, and scheduling coordination.

Legal and Case Support

- Assist attorneys with case preparation and administrative support.
- Draft, format, organize, and maintain legal documents and client files.
- Track deadlines, appointments, and required documentation.
- Support the team in maintaining accurate and organized case records.

Office Operations

- Help maintain efficient workflows and administrative processes.
- Support day-to-day office operations and special projects as needed.
- Identify opportunities to improve organization, communication, and client experience.

What You Should Know Before Applying

We believe candidates deserve a clear understanding of what they are walking into.

- Family law clients are often navigating difficult and emotional situations. Compassion and professionalism are equally important.
- Every day may bring competing priorities and changing demands. Success in this role requires organization, adaptability, and follow through.
- Details matter. Small mistakes can create larger issues for clients and the legal team.
- Communication matters. Prompt responses and proactive follow up help create a positive client experience.
- You will receive support, training, and resources, but initiative and ownership are highly valued.
- The work you do behind the scenes has a direct impact on the experience our clients have with our firm.

Why Modern Legal

We are building a firm where talented professionals can do meaningful work alongside people who care deeply about clients and each other.

You'll find:

- A collaborative, team-oriented environment.
- Clear expectations and accountability.
- Opportunities for professional growth and development.
- Leadership that values both excellence and humanity.
- A culture that believes great client service and great teamwork go hand in hand.

If you are looking for a role where your legal skills, judgment, and advocacy truly matter, we'd love to hear from you.

Equal Opportunity Employer

Modern Legal is committed to creating a workplace where people are treated with respect and given the opportunity to succeed based on their abilities, contributions, and performance. We welcome applicants from all backgrounds and make employment decisions without regard to race, color, religion, sex, pregnancy, sexual orientation, gender identity or expression, national origin, age, disability, veteran status, genetic information, or any other protected characteristic under applicable law.

We believe diverse experiences, perspectives, and backgrounds strengthen our team and enhance the service we provide to our clients.

