

Data Quality Professional

Job Type: CRM (Customer Relationship Management)

Employment Type: Full/Part-time, Hourly

Experience Level: At least three years verifiable professional work experience required

Degree Preferred: Some college

Location: Virtual/Various (AL, AZ, CO, FL, GA, IL, IN, MD, ME, NC, NJ, NY, OH, TN, TX, WI)

Firm Info

CLIENTSFirst is a consulting firm dedicated to law firm Business Development and the Technology to support and enable it, including CRM and eMarketing systems and Client Intelligence tools. Our team of experienced consultants works together with Clients across North America to define strategies for CRM and business development success. Our teams of dedicated data quality and Client Intelligence professionals provide outsourcing solutions to help firms cost-effectively manage and enhance relationships and provide information and intelligence to support business development efforts. We consistently place our Clients first, delivering outstanding service and quality work.

Job Responsibilities

Responsibilities include:

- Maintain updated, accurate CRM information following the Client Style Guide
- Identify data sources and research to ensure accuracy
- Process data change management tickets
- Research and resolve conflicting information
- Merge duplicate records
- Implement and follow data standards, processes and procedures
- Communicate with end users to assist in validating information
- Follow proper procedures in all general data cleansing projects
- Use good judgment to determine correct information from research

Job Requirements

Requirements include:

- Exemplary focus, accuracy and attention to detail
- Ability to follow detailed instructions
- Strong commitment to superior client service
- Precision and accuracy
- Confidentiality and discretion
- Ability to work under time constraints
- Ability to work in a fast-paced environment
- Commitment to data quality
- General understanding of Windows desktop applications
- CRM experience is a plus, but will train if all other requirements are met
- Experience in law firms or general knowledge of the legal field a plus

- Relatively new computer running Windows 10 or higher
- Reliable, high-speed Internet connection
- Ability to commit a minimum of 20 hours per week to projects
- Quiet area free from distractions during work hours
- Self-discipline and outstanding time management skills

Our Data Quality Professionals work in multiple states from their home offices, with the advantages of no daily commute, savings on gasoline and auto wear and tear, no dress code requirements and flexible work schedules. Supervisors communicate on a regular basis and are available for support and questions. As a growing organization, we recognize talented employees and offer opportunities for promotion.