

Designated Hitter

This form describes the personality traits to look for in a designated hitter whether you are hiring a new staff person or considering an existing employee.

PERSONALITY TRAITS TO LOOK FOR:

- A sympathetic “people person” who has a friendly, caring personality and a positive attitude. A proactive, energetic individual who will represent the firm in a positive manner. Those with some mental health care training and experience often make good candidates for this position and are more sensitive to the impact of relationship problems on the client’s lifestyle.

DESIGNATED HITTER DUTIES

- Conduct partial intake interviews on phone and in-person.
- Build rapport with clients and take new clients on tour to introduce staff in the office.
- Handle incoming phone calls from clients. Answer appropriate questions and elevate other questions to the attorney.
- Initiate proactive “check-in” and “update” calls for existing clients in order to continue client care, update them on the status of their case and notify them of upcoming appointments.

ADDITIONAL DESIGNATED HITTER DUTIES

- May act as a resource for the clients and assist them with related needs (help in filing forms, filling out paperwork, etc.).
- May act as a “hand holder” for the client who is experiencing great distress. This is especially helpful if the responsible attorney has a more reserved personality.