

Bolton Law, PLLC

North Idaho's Premier Litigation Firm | Coeur d'Alene, Idaho

Client Enrollment Specialist

Legal Sales | Full-Time | Hybrid
Coeur d'Alene · Spokane · Sandpoint

Schedule: Full-Time | Hybrid — primarily Coeur d'Alene office, with flexibility across Spokane, Sandpoint, and approved remote days

Employment Type: W-2 Employee

Reports To: Managing Partner

Apply To: Maddy@kjboltonlaw.com

ABOUT BOLTON LAW

Bolton Law, PLLC is a women-led litigation powerhouse in North Idaho with 50+ years of combined team experience fighting for clients in family law, criminal defense, employment law, civil rights, and appeals. We operate out of offices in Coeur d'Alene, Sandpoint, and Spokane — and we win.

THE ROLE

Our attorneys are exceptional lawyers. They are not salespeople. We need someone who can sit across from a person in crisis, earn their trust, and guide them toward the representation that will change their outcome.

You will receive warm, pre-screened leads from our intake team and attend attorney-led strategy meetings where our attorneys review each prospect's situation and provide case insight. From there, you take the lead — presenting our flat-fee packages, handling objections, and closing the engagement.

This is a hybrid, full-time W-2 position — primarily based in our Coeur d'Alene office with the flexibility to work from our Sandpoint and Spokane offices or remotely on approved days.

WHAT YOU'LL DO

- Receive warm, pre-qualified leads and conduct same-day or next-day follow-up consultations by phone or video.
- Attend attorney-led strategy meetings and develop a clear picture of each prospect's situation and the firm's recommended approach.
- Present the firm's flat-fee packages with confidence and clarity — during the meeting and in the follow-up that comes after.
- Handle pricing questions and objections with empathy and conviction; guide every prospect from interest to a signed engagement.
- Own persistent, professional follow-up for every prospect who needs more time to decide.
- Maintain accurate, real-time records in MyCase and the firm's CRM pipeline.
- Report pipeline activity and conversion metrics to leadership weekly.
- Represent Bolton Law with the highest standards of professionalism — every interaction reflects on the firm.

WHAT YOU BRING

- Proven track record in consultative sales, enrollment, or high-stakes client conversion — quota attainment records welcomed.

- Exceptional empathy and active listening — you can sit with someone’s pain and still guide them to a decision.
- Comfort discussing flat-fee pricing, payment options, and value — clearly and without apology.
- Professional, polished phone and video presence — unhurried and trustworthy at a distance.
- Self-directed follow-up discipline — you manage your pipeline and do not need to be chased.
- Ability to thrive within established firm systems, protocols, and team structures.
- CRM or practice management software proficiency (MyCase, Clio, or similar).

PREFERRED QUALIFICATIONS

- Prior sales or enrollment experience in legal services, healthcare, financial services, or another high-stakes, relationship-driven field.
- Familiarity with family law or criminal defense matters and the emotional landscape clients face.
- Direct experience with MyCase or similar legal practice management software.
- Bachelor’s degree in Business, Communications, Psychology, or a related field.

COMPENSATION & BENEFITS

- Full-time, W-2 employee position.
- Competitive base salary plus commission — total compensation for high performers regularly reaches \$80,000 – \$150,000+ annually.
- Commission tied directly to enrolled flat-fee cases — the more clients you bring in, the more you earn, with no cap on commission earnings.
- Warm, pre-qualified leads — you are not cold calling.
- Hybrid schedule: Coeur d’Alene, Sandpoint, and Spokane office opportunities with approved remote days.
- Firm-provided access to all required software and technology, including MyCase and CRM tools.
- Paid time off, holidays, 401(k) matching, health insurance, and additional benefits as outlined in the firm’s employee handbook.

Note: *Idaho does not currently mandate pay transparency disclosure, but we believe in being upfront. The range above reflects actual outcomes for strong performers, not aspirational projections.*

HOW TO APPLY

Send your resume and a brief note on your best sales conversion story to:

Maddy@kjboltonlaw.com

Subject line: Client Enrollment Specialist – [Your Full Name]

Applications without a cover note will not be reviewed. We read every submission carefully.

Bolton Law, PLLC is an equal opportunity employer. We do not discriminate on the basis of race, color, religion, sex, national origin, age, disability, sexual orientation, gender identity, or any other characteristic protected by applicable law. Employment is at-will in accordance with Idaho law.

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