



## **JOB DESCRIPTION**

**Position Title: Legal Support Manager**

**Job Code:**

**FLSA Status: Exempt**

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### **POSITION PURPOSE**

The Legal Support Manager coordinates and oversees all administrative personnel in the Firm, including scheduling, training, coverage, and communication between staff and attorneys. The position ensures that attorneys have the administrative resources necessary to perform their duties, troubleshoots and resolves problems related to the administration of the Firm, computer systems and applications, and staffing issues. The Legal Support Manager serves as a legal secretary and provides administrative and secretarial support for multiple attorneys and paralegals, and performs complex legal secretarial, administrative, word processing and clerical functions.

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### **RESPONSIBILITIES AND TASKS**

- Manages all secretarial personnel in the Firm.
- Ensures that attorneys have the administrative resources necessary to perform their duties.
- Coordinates hiring non-attorney personnel and facilitates smooth transition into the Firm.
- Administers the department's computer applications.
- Provides administrative and secretarial support for multiple attorneys and paralegals.
- Performs complex legal secretarial, administrative, word processing and clerical functions.
- Types correspondence, agreements and documents from rough draft and verbal instructions.
- Proofs and edits documents for accuracy.
- Answers the telephone in a timely and professional manner.
- Schedules meetings effectively and efficiently.
- Maintains filing systems and indexes in an organized manner.
- Completes special projects and other duties as requested to support the needs of organization.
- Understands and utilizes company resources where appropriate.
- Networks with coworkers to share best practices.
- Understands different departments and their role in the corporate office.
- Develops strategies and aligns work to achieve goals.
- Organizes, plans, and manages time effectively to complete assignments.
- Meets position requirements and performs essential functions.
- Completes mandatory training and courses required by completion date.
- Reports questionable situations, concerns, complaints or harassment immediately.

## COMPETENCIES

<b>Accountability</b>	Taking ownership for responsibilities and commitments, and their outcomes.
<b>Business Acumen</b>	Understanding the context, needs, and key factors associated with achieving business goals and objectives.
<b>Change Agility</b>	Effectively anticipating, preparing for, facilitating, leading, and supporting sustainable positive change.
<b>Collaboration</b>	Contributing and capitalizing on the talents of diverse stakeholders to achieve common goals while respecting individual needs.
<b>Communication</b>	Conveying, understanding, acknowledging and incorporating information, news, ideas and feelings, using a variety of methods.
<b>Leadership</b>	Engaging relevant parties, building a compelling vision of desired outcomes, generating energy and enthusiasm, and empowering others to take action by removing obstacles and building accountability.
<b>Personal Growth &amp; Development</b>	Devoting time and energy to expand knowledge, skills, and abilities; and seeking new experiences or career opportunities.
<b>Quality &amp; Customer Satisfaction</b>	Committing oneself to maintain a high standard of excellence while also meeting or exceeding customer expectations.
<b>Talent Management</b>	Attracting, engaging, retaining, and developing high-performing individuals and teams to meet current and future business needs.
<b>Job/Technical Proficiency</b>	Demonstrating the appropriate breadth and depth of knowledge and skill specific to one's profession, function or job discipline.

## POSITION REQUIREMENTS

**License or Certification:**

- N/A

**Minimum Qualifications:**

- Minimum 8 years as a legal secretary or paralegal at a law firm.
- Proficiency in Word, Excel and Outlook and familiarity with other systems typically used in a legal environment, such as document and file management applications.

**Machines, Equipment Used:**

- General office equipment such as computer/laptop, telephone, copy/fax machine, calculator, scanner, etc.
- Microsoft Office software, to include Outlook, Word, and Excel.

**Physical Requirements:**

- Visual acuity, speech recognition, speech clarity.
- Ability to lift, lower, push, pull, and retrieve objects weighing a minimum of 15 pounds. Reasonable assistance may be requested when lifting, pushing, and/or pulling exceeds these minimum requirements.

**Skills and Abilities:**

- Oral communication, written communication, fluency in English, active listening.
- Information ordering, deductive reasoning, social perceptiveness, time management, critical thinking.
- Ability to coordinate, analyze, observe, make decisions, and meet deadlines in a detail-oriented manner.
- Ability to work independently without continuous supervision.

**Environmental Conditions:**

- Indoor, temperature controlled, smoke-free environment.
- Handicapped accessible.
- May work under stressful circumstances at times.

**Proficiency or Productivity Standards:**

- Has regular, reliable, and predictable attendance and punctuality.
- Adheres to dress code including wearing ID badge.
- Adheres to Standards of Business Conduct.
- May be required to work weekdays and/or weekends, evenings and/or night shifts if needed to meet deadlines.
- May be required to work on religious and/or legal holidays on scheduled days/shifts.
- May be required to perform other duties as assigned by supervisor.
- This position will support cultural diversity by promoting and maintaining an inclusive work environment and culture that is respectful and accepting of diversity.

All job descriptions approvals and performance evaluations are conducted electronically. Under extenuating circumstances, paper templates can be requested from Human Resources or a member of leadership within the firm.