Document Support Specialist

Document Support Services Department

Apply

Available Shift (ET):

- Monday-Friday 9 pm – 5:00 am

Qualifications:

- Strong commitment to customer service.
- Two+ years of word processing experience, preferably in a law firm.
- Rapid yet accurate typing skills.
- Proofreading for quality; adherence to “DSS Quality Checklist”.
- Team Player.
- Good problem solving skills.
- Excellent telephone skills
- Flexible (Ability to work overtime, including weekends, midnights, on an as-needed basis).
- Strong interest in technology and demonstrated ability to learn.
- Familiarity with document scanning.
- Position requires access to equipment, software, or technology that is subject to U.S. export controls. To be granted access pursuant to US Export Control laws, candidate must be either (a) a United States citizen or national; (b) a person lawfully admitted for permanent residence of the United States (i.e., “Green Card” holder); or (c) an INS-approved refugee or asylum holder who has applied for naturalization within six months of the date the individual first became eligible; and if not yet naturalized, is

Duties and Responsibilities:

- Provides excellent customer service; keeps customers updated on work in progress and completes incoming projects by requested deadlines.
- Creates, revises and converts various types of documents such as court filings, agreements, contracts, leases, letters, memoranda, pleadings, etc. using Microsoft Office and other tools such as Workshare Compare.
- Conducts document quality review procedures for accuracy to produce accurate work of the highest quality in a timely fashion.
- Maintain document tracking and completion estimates on all documents which have been submitted as they are received and update status.
- Scans materials and performs document clean up and formatting.
- Ensures documents are accurate (using spell checking and light proofreading), and are consistently formatted and professional in appearance.
- Prepares court filings, including e-filings.
- Transcribes tapes and digital audio and video recordings.
- Performs data entry into various applications and performs mail merges and assists with mass mailings.
- Works with lawyers, paralegals, secretaries, and other departments such as LSS, IRS, Marketing, Mail Services, Duplicating, Purchasing, Supplies, to complete projects while providing excellent customer service.

still actively pursuing naturalization if 2 years have passed since the date of application to be granted access pursuant to US Export Control laws. Candidates will be required to submit appropriate documentation to determine whether access can be granted before proceeding further through the application process.

Duties and Responsibilities (continued):

- Prepares documents for transmission by regular mail, Federal Express, messenger, air courier, facsimile, or e-mail; arranges for messengers and courier services; and transmits documents via fax and e-mail.
- Creates, maintains and distributes Firm's Phone, Office and Social Directories.
- Provides technical support (via remote control or in-person) to Firm regarding document formatting questions.
- Stays current with technology and actively learns new software and other tools maintaining expert level in Microsoft Word, PowerPoint, DocXTools, Excel, and other Firm software.
- Assists with training new Document Specialists and other personnel as assigned.
- Copies/burns CDs, DVDs.
- Fills in for other department members when they are absent as needed and assigned, in order to maintain service levels of the department.
- Provides remote support during office emergencies.
- Performs other duties as assigned.
- Timely and regular attendance.

Status: Non-Exempt
Reports To: Document Support Supervisor
Workplace Type: Remote
Salary range is $87,000-$110,000 dependent on candidate experience and location.

We welcome applications from candidates who are authorized to work in the United States for any employer. Please note that the firm is not able to provide or assume employment visa sponsorship for this position.

Candidates hired for staff positions with a minimum work schedule of 30 hours per week are eligible for a comprehensive benefits package, including healthcare insurance. Learn more about benefits at Covington.

https://www.cov.com/en/careers/staff/benefits

View Covington job applicant privacy notice here:

https://www.cov.com/en/job-applicant-privacy-notice

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