

Document Support Specialist

Document Support Services Department

Summary:

The Document Support Specialist is a member of Document Support Services (DSS), a team of professionals who provide document formatting and support for our lawyers, staff, practice groups, and clients. This role is responsible for fulfilling document formatting requests to maintain the accuracy, quality, and integrity of documents in support of critical business operations and matter processing. The combination of technical acumen with customer focus, communication skills, and a desire to uphold quality enables the Document Support Specialist to support business and matter requests.

Email Resume [Here](#) to Apply

Qualifications:

Education & Credentials

- College degree is strongly preferred, ideally in Business Administration, Information Systems, or a related discipline.
- Appropriate certification(s) are preferred.

Knowledge & Experience

- 3+ years of relevant experience, ideally in a large Law Firm setting, a comparable professional services organization, or a legal support services background.
- Demonstrated experience working in a time sensitive, high-visibility environment.
- Demonstrated experience improving the user experience, preferably in a professional services or Legal Firm.
- Expert level experience and knowledge of document productivity solutions (e.g., Microsoft Word, Excel, PowerPoint, DocXTools, and Adobe Acrobat).

Duties and Responsibilities:

- Create, revise, and convert various types of documents such as court filings, agreements, contracts, leases, letters, memoranda, and pleadings using Firm solutions and technologies (e.g., Microsoft Office, Adobe, Kofax, Litera Compare, DocXTools, Best Authority, and others as needed).
- Conduct document review procedures such as quality check (QC), ensuring requests are fulfilled per instructions provided in a timely fashion.
- Complete work in accordance to defined procedures and standard resolution times.
- Perform document clean up, data normalization, update formatting, etc. in accordance with instructions requested and procedural standards.
- Ability to provide step by step instructions and guidance for document formatting to non-technical individuals.
- Ability to communicate and collaborate in a team environment to complete requests.
- Convert and transcribe audio and video recordings.
- Perform data entry and mail merge.
- Create and maintain Firm directory entries.
- Provide document formatting guidance and troubleshooting support to requestors.
- Provide excellent customer service and ability to proactively fulfill requests in a timely manner.
- Work with various members of the Firm including attorneys, paralegals, secretaries, teams, and others within the firm to fulfil requests.
- Stays current with technology best practices and procedures in fulfilling requests.
- Assists with training new Document Support Specialists and other personnel as assigned.

Qualifications (continued):

- Demonstrated experience with Excel formulas, pivot tables, conditional formatting, and other data analysis functions.

Skills & Expectations

- Excellent attention to detail and organizational skills.
- Strong service orientation, and an understanding of the importance of developing effective working relationships.
- Strong interest in technology and demonstrated ability to learn.
- Rapid and accurate typing skills.
- Adherence to “DSS Quality Checklist”.
- Highly motivated, analytical, organized, and efficient.
- Excellent problem solving and ability to ensure document integrity.
- Ability to work well under pressure.
- Ability to work independently as well as part of a team.
- Availability to work before / after business hours, weekends, and/or overtime with little or no notice.

Work Conditions

- Remote work with occasional on-call availability.
- Core hours of 4:00 pm – 12:00 am EST, Monday – Friday.
- 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

Duties and Responsibilities (continued):

- Performs other duties as assigned.
- Uphold high standards of confidentiality, discretion, and integrity, particularly with respect to all sensitive and/or confidential firm and client information to which this position will have access.

Status: Non-Exempt

Reports To: Document Support Supervisor

Workplace Type: Remote- DC

Salary range is \$75,000 - \$106,000.

has applied for naturalization within six months of the date the individual first became eligible; and if not yet naturalized, is 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.

Covington & Burling LLP is an equal opportunity employer and does not discriminate in any aspect of employment, including hiring, salary, promotion, discipline, termination, and benefits, on the basis of race, color, ethnicity, religion, national origin, gender, gender identity or expression, age, marital status, sexual orientation, family responsibility, disability (including physical handicap), or any other improper criterion.

Covington will consider qualified applicants with arrest or conviction records for employment in accordance with applicable laws, including the California Fair Chance Act, the Los Angeles Fair Chance Initiative for Hiring Fair Chance Ordinance, the Los Angeles County Fair Chance Ordinance, and the San Francisco Fair Chance Ordinance.