

# Document Support Supervisor

## Document Support Services Department

### Summary:

The Document Support Supervisor (evening shift) is a member of the Document Support Services (DSS) team, which is responsible for providing document formatting and support for our lawyers, staff, practice groups, and clients. This role is responsible for insuring that the DSS team fulfills requests in a timely manner while maintaining the accuracy, quality, and integrity of documents.

Reporting to the Director of IT Service Management, this role will work closely with the Document Support Supervisor (day shift) to lead the service and delivery of document support services, maintain defined service levels, and uphold customer expectations for quality. The combination of technical acumen with a relentless customer focus, communication skills, and a desire to support the users enables the Document Support Supervisor to promote a reliable and effective technology experience.

**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.

### Duties and Responsibilities:

- Leads the Firm's global Document Support Services (DSS) staff to provide timely, accurate, and courteous services.
- Supervise team of Document Support Specialists, including coaching, teaching, and delegating work as needed.
- Analyzes Document Support tickets, trends, and workflows to identify problem areas, improve business processes, and improve DSS services.
- Works with the Director of IT Service Management to establish performance reporting on the DSS for monitoring overall success and satisfaction.
- Oversees the work of the document support team while creating, revising, and converting various types of documents such as court filings, agreements, contracts, leases, letters, memoranda, pleadings, etc.
- Conducts review of documents for accuracy and delivery of request.
- Ensures adherence to procedures and standard resolution times for document tracking and completion estimates.
- Coordinates with managers and supervisors from across departments within the Firm to agree upon service requests and timing for completion.
- Stays current with document management technology best practices and identifies opportunities to adopt new technologies for the benefit of the Firm.
- Trains Document Support Specialists and other personnel as assigned.
- Ensures that document support services remain available during office emergencies.

## Qualifications (Continued):

### Knowledge & Experience

- 5+ years of relevant experience, ideally in a large Law Firm setting, a comparable professional services organization, or a legal information services provider.
- Demonstrated experience working in a time sensitive, high-visibility environment.
- Demonstrated experience in user focused service improvements, preferably in a professional services or Legal Firm.
- Knowledgeable of applications and technologies common to a law firm (e.g., Microsoft Office, Adobe Acrobat, Kofax, Litera Compare, DocXTools, Best Authority).
- Knowledgeable of leading service desk performance indicators and service level standards.

### Skills & Expectations

- Strong service orientation, and an understanding of the importance of developing effective working relationships with users and organizational stakeholders of all levels.
- Demonstrated ability to manage a team of specialists in the execution of both project and operational workloads.
- Highly motivated, analytical, organized, and efficient.
- Excellent follow-through, attention to detail and organizational skills.
- Excellent problem solving skills.

## Duties and Responsibilities (Continued):

- Performs other duties as assigned by the Director of IT Service Management.

**Status:** Exempt

**Reports To:** Director of IT Service Management

**Workplace Type:** Remote (must be local to NY office)  
Salary range of \$106,000- \$150,000.

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>

## Qualifications (Continued):

- Ability to work well under pressure.
- Ability to multi-task and manage competing priorities with little direction.
- Ability to work as part of a team and lead a productive team environment.
- Availability to work before and after business hours and weekends with little or no notice.

## Work Conditions

- Core hours of 3:00 pm – 11:30pm, Monday – Friday; remote with occasional onsite and on-call availability.

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 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.