

# Legal Administrative Assistants Supervisor

## Legal Administrative Assistants Department

**Summary:** The Legal Administrative Assistants Supervisor will have responsibilities of a supervisor and a legal administrative assistant (LAA). The supervisory responsibilities include coordinating and monitoring legal administrative assistant staffing needs and sharing assignments to ensure all lawyers have adequate legal administrative assistant support. Legal administrative assistant responsibilities include providing detailed and high-level legal secretarial and administrative support in a Secretarial Service Center (SSC) consisting of a team of 3 or 4 legal administrative assistants.

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### Qualifications:

- Minimum of 2 years of direct supervision of 10 or more people.
- Ability to work effectively in a team management dynamic.
- Experience and training in fundamentals of HR, employee relations and performance management best practices.
- Excellent written and verbal communication skills.
- Proven ability to interface effectively with personnel at all levels.
- Highest standards of confidentiality, discretion, client service and professionalism.
- Excellent documentation and follow-up. Strong attention to detail and ability to multi-task in a high paced environment.
- Promptness in addressing employee performance issues and conflicts.

### Duties and Responsibilities:

As the immediate supervisor of the legal administrative assistants staff, the LAA Supervisor performs the following duties:

- Coordinates distribution of overflow work.
- Approves and coordinates requests for PTO (paid time off) and arranges coverage as needed. Reviews and approves secretarial timesheets.
- Maintains daily attendance records and provides daily attendance lists (secretarial and attorney) to Client Services Specialists and Director of Administration (DoA).
- Prepares annual performance evaluations and conducts evaluation meetings with secretaries.
- Reviews ongoing job performance. Documents, monitors and counsels secretarial staff as necessary in connection with work performance or behavior-related issues.
- Mentors legal administrative assistants, shares knowledge and best practices, and answers any Firm policy and procedural questions. Provides guidance as necessary and leads by example.
- Keeps the DoA informed of any serious problems.
- Assists with placement of new attorney arrivals in appropriate secretarial shares.
- Conducts new attorney orientations as they relate to secretarial responsibilities and departmental practices and procedures.
- Conducts departmental orientation for new support staff hires.
- Maintains regular interaction with secretaries and attorneys.

### **Qualifications (continued):**

- In-depth knowledge of legal secretarial services and processes in a mid-large firm or professional services setting strongly preferred.
- Flexibility to work extra hours as needed.
- Equipment: computer, duplicating machines, scanners.
- Systems: iManage, MS Office, Elite, 3E, Chrome River, CovReservation.
- College degree strongly preferred.
- Excellent interpersonal and organizational skills.
- Ability to prioritize and coordinate work.
- Ability to manage workflow and delegate projects as necessary.
- Ability to think critically and analytically in a pressured environment.
- Ability to constantly learn new skills as they become necessary.

### **Duties and Responsibilities (continued):**

- Performs other duties as assigned.
  - Timely and regular attendance.
- As a Legal Administrative Assistant, the LAA Supervisor performs the following duties:
- Coordinates and maintains effective office procedures and efficient work flow; complies with policies and procedures set by the Firm; establishes and maintains harmonious working relationships; fosters an atmosphere of teamwork and cooperation.
  - Works effectively with other legal administrative assistants within the assigned SSC; provides occasional coverage to other SSCs when needed and volunteers for overflow work assignments when time permits; must be able to collaborate and work in a shared work space and be accessible to both lawyers and other secretaries.
  - Schedules client meetings, reserves conference rooms, coordinates audio visual equipment and food needs via CovReservations. Registers Firm guests through Passage Point. Coordinates all aspects of lawyers' travel arrangements (domestic and international) and prepares travel itineraries via CovTravel; monitor and processes travel reimbursements in a timely manner via ChromeRiver; maintains Outlook calendar and monitors crucial due dates for lawyers as required.
  - Organizes, coordinates and communicates pertinent information with other team members. Answers phones and direct callers as required.
  - Types, revises and proofreads general correspondence, memos, legal documents, reports in Excel, etc. from various sources (e.g., handwritten notes, tape dictation). Prepares draft communication outlined by lawyer as required. Ensures accuracy and clarity of all work product in a timely manner.

### **Duties and Responsibilities (continued):**

- Utilizes iManage document management system effectively as a central repository for all matter related documents.
- Establishes and maintains records of documentation in a searchable electronic formats (hard copies only when necessary). Files hard copy data and documents as necessary in a timely manner. Retrieves information from storage as requested. Sends paper files to storage on a periodic basis. Uses Records Management System to process files for storage and retrieval. Updates subscription books as required.
- Maintains lawyers' time in 3E, proofreads and submits finalized time to Accounting on a daily basis (unless client directs otherwise). Maintains knowledge of client requirements for billing and prepares client billing as required. Prepares New Business Matter and updates list of client/matter codes. Maintains and follows through on all client billing matters.
- Creates and maintains up-to-date lawyer preference information supported by the SSC reflecting specific instructions and expectations of the lawyers.
- Coordinates any planned time out of the office (PTO) with Team members prior to submitting request to DoA for approval.
- Delivers timesheets to DoA for approval in a timely manner. All overtime must be pre-approved by the DoA.
- Maintains appropriate sense of urgency and completes all work assignments within agreed upon deadlines.
- Mandatory participation in the Legal Administrative Assistants Certification Program.
- Performs other duties as necessary and as assigned by the DoA for efficient functioning of the Department.

- 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:** Director of Administration

**Workplace Type:** Hybrid

**Salary Range (CA):** \$93,000 - \$132,000 (Dependent on experience)

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