

CAREERS



JOB TITLE:
Client Services Manager

FLSA:
Non-Exempt

DEPARTMENT:
Client Services

REPORTS TO:
Director of Client Services

SUMMARY:

Under limited supervision of the Director of Client Services, the Client Services Manager position is responsible for the implementation of process improvements as it relates to client intake workflow. Will work closely with Client Services coordinators and team members to ensure processes are implemented correctly, productivity and metric goals are met. Collaborate with attorneys, paralegals and other departments as needed to define intake scope, identify and prioritize tasks and manage performance goals.

MINIMUM REQUIREMENTS:

- Bachelor's Degree required
- 5+ years team management or supervisory experience in a metrics-driven environment, preferably in a legal or similar setting
- Strong communication, team-building and leadership skills.
- Problem-solving competence and the ability to effectively manage team dynamics to enhance team performance and foster development
- Ability to work in a fast-paced, high volume environment with strict deadlines and controls; adaptable to a constantly-changing environment; strong client service-orientation
- Experience implementing process improvement initiatives
- Must be process oriented, highly organized, and exude a positive professional demeanor with variety of people
- Strong working knowledge of MS Word, Outlook, Excel

ESSENTIAL DUTIES AND RESPONSIBILITIES:

“Essential duties” are primarily job duties that incumbents must be able to perform unassisted or with some reasonable accommodation made by the employer.

- Assist with the development and improvement of Client Services department policies and procedures
- Understand existing workflow processes for each team; in order to identify inefficiencies and make recommendations for improvements
- Monitor Client Services metrics to ensure all teams are meeting or exceeding the standards
- Work cross-functionally to facilitate timely processing of new client intake requests from inception to completion in the workflow process
- Establish and maintain positive and effective employee relations within teams to include coaching and conflict resolution, in conjunction with the Client Services Director, Coordinators and Human Resources
- Ensure teams' adherence to department processes and procedures; work with Human Resources to address non-compliance issues including verbal, written and final written warnings
- Work with Coordinators on year-end evaluations and make year-end recommendations to the Director of Client Services

WORKING HOURS:

Work may require more than 40 hours per week to perform the duties of the position.

WORKING CONDITIONS:

Work is performed in a normal heated or air-conditioned office environment.

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