

JOB TITLE:

Client Services Manager

FLSA:

Exempt

DEPARTMENT:

Client Services

REPORTS TO:

Client Services Director

SUMMARY:

Under limited direction of the Client Services Director, the Client Services Manager position is responsible for the continued development and implementation of efficiencies as it relates to Client Intake workflow. Expected to apply project management principles and processes to the planning and execution of process improvement. Will work closely with Client Services supervisor/coordinators and team members on a daily basis to assist with workflow efficiency, productivity and metrics. Collaborate with attorneys, including co-counsel, and other departments to define intake scope, identify tasks, estimate time/duration, assign resources, prioritize tasks and manage performance goals.

MINIMUM REQUIREMENTS:

- Bachelor's Degree required
- 5+ years team management 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 creating and implementing process improvement initiatives

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

"Essential functions" 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. Responsible for documentation and implementation of same within Firm
- Analyze existing Client Services workflow to identify areas for improvement; make recommendations and implement processes to promote efficiency
- Manage and monitor Client Services metrics; initiate improvements that directly translate into increased efficiencies in the intake process
- Determine practical objectives for Client Services teams through working knowledge, research and observing business functionality
- Provide Director of Client Services and attorneys with technical reports that present analysis of workflow data and trends. Prepare and provide data reporting to Client Services supervisors/coordinators to improve workflow efficiency.
- Work cross-functionally to facilitate timely processing of new client intake requests from inception to completion in the workflow process
- Ensure positive and effective employee relations within teams to include coaching and conflict resolution, in conjunction with Client Services Director, Coordinators and Human Resources

- Ensure teams' adherence to department processes and procedures; work with Human Resources to address non-compliance issues.

WORKING HOURS:

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

WORKING CONDITIONS:

Overtime is possible and may be expected in order to perform the essential functions of the position.

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

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of essential functions, responsibilities or requirements.

This job description must not be misconstrued as a promise of employment, nor deemed as an employment contract. Equal Opportunity Employer.