JOB DESCRIPTION

Job Title: Secretarial Services Supervisor
Department: Secretarial Services
Reports To: Manager of Secretarial Services
Status: Exempt
Date: July 2006
Job Code BOS SSS

JOB SUMMARY:

This position is responsible for the supervision and management of designated pieces of Secretarial Services, Proofreading and Reception and functions as the liaison between professional/administrative staff and legal secretaries. Ensures effective, timely and cost-efficient coordination for completion of client and administrative tasks. Encourages and promotes teamwork and cooperation throughout Secretarial Services by working with lawyers and secretaries to identify problems and provide resources. Communicates and supports firmwide policies and professional practices. Administers the performance evaluation process and delivers reviews and salary modifications to secretarial and proofreading staff for which they are responsible. Coordinates with the Manager of Secretarial Services and Human Resources to develop, prepare and improve secretarial and reception training resources. Successfully and appropriately handle employee relations issues.

ESSENTIAL FUNCTIONS:

- Maintains staff work schedules and prioritizes workload and work flow; organizes coverage for scheduled and unscheduled secretarial absences; provides assistance for other departments, as needed; monitors and approves requests for overtime and other related expenses.

- Communicates effectively and efficiently with attorneys, paralegals, case assistants and secretaries to ensure that required support is acceptable and satisfactory. Ensure timely completion of all secretarial and proofreading work. Remains current and aware of all upcoming deadlines, projects, filing dates and other work demands, including the shift between day and evening staff.

- Periodically reviews and assesses Secretarial Services assignments, workload and teams to ensure appropriate staffing ratios.

- Prepares training, mentoring and assessment programs for new and existing secretarial and proofreading staff.
• Administers the performance evaluation process for Secretarial Services staff members, makes recommendations for merit increases, communicates performance reviews and salary increases and identifies development goals.

• Administers the 180-day performance evaluation process for new Secretarial Services staff members.

• Administers the Corrective Action Procedures for Secretarial Services staff and creates and administers development plans.

• Participates in the recruitment process for Secretarial Services support staff.

• Maintains administrative records for attendance in accordance with firm’s policy and procedures, and monitors leaves of absence in compliance with the appropriate regulatory statutes and state and federal leave laws.

• Assists with the integration process for new administrative and professional staff.

• Serves as secondary resource for firm licensed software applications and as a liaison to User Support to enhance Secretarial Services’ knowledge and skill of available technology and software programs. Coordinates with IT to respond to system irregularities and provides alternative solutions to secretarial staff to ensure work assignments can be completed.

• Coordinates with Legal Hiring and the Paralegal Departments to ensure a smooth transition for all incoming Partners, Associates, Summer Associates, Law Clerks, Paralegals and Case Assistants.

• Each Secretarial Supervisor is expected to understand and be knowledgeable of the practice groups for which they provide secretarial supervision and the operational needs of the firm and the office assigned.

• Identify and make recommendations concerning morale issues.

OTHER RESPONSIBILITIES:

• Supervises secretarial maintenance of WebView, Elite and Precost Disbursement systems and confirms detail.

• Works on special projects and assignments as assigned.
EDUCATION, EXPERIENCE AND SKILLS REQUIRED:

- Associates degree and at least five (5) years experience as a secretary/administrative assistant with experience in project management or supervisory experience OR Bachelors degree with at least two (2) years supervisory, secretarial or project management experience, preferably in the professional services environment, or equivalent.

- General familiarity with labor and employment laws.

- Excellent organizational, written, oral communication and interpersonal skills.

- Excellent computer skills. Familiarity with MS Office Suite.

ESSENTIAL CAPABILITIES:

- Must demonstrate the ability to maintain strict confidentiality of the firm's internal and personnel affairs.

- Ability to interact effectively with all levels of firm personnel, including management staff and support staff.

- Must be flexible and able to work under tight deadlines, handle multiple tasks, and respond quickly to changing priorities.

- Able to understand and work in a teamwork/collaborative style and environment; able to share information, goals, opportunities, successes and failures with the appropriate parties and management team, actively participate in teams and provide team leadership.

- Ability to anticipate problems and focus on appropriate solutions while incorporating differing viewpoints.

- Ability to resolve issues among staff members.

- Must pay attention to details and have the ability to follow up and follow through.

- Ability to maintain professional demeanor in all situations, demonstrate the ability to work independently with limited guidance, and exercise independent judgment including knowing when to delegate or when to consult upper-management.

- Ability to work effectively in a culturally and educationally diverse environment.
WORKING CONDITIONS:

Normal office environment. Incumbent is expected to work the hours necessary to fulfill the responsibilities of the position.

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 all essential functions, responsibilities or requirements.