

Position Title: Office Manager

Reports To: President and the Board of Directors

FLSA Status: Exempt

Position Summary: The Office Manager shall manage the day-to-day operations of the Firm. The Office Manager will report directly to the President and will work extensively with the President and Board of Directors in the administration of all Firm operations. This leader is responsible for assisting in the development of and executing the long-term strategic goals and objectives set by the Board of Directors. The Office Manager shall further be responsible for overseeing personnel management for all staff, facilities management and Information Systems Management.

Functions of the Job: The essential functions of the Office Manager position within the areas of general management, human resource management, information systems management, and equipment, facilities, and office services management are as follows:

General Management

- Develop, implement and monitor operational systems, procedures, and personnel policies.
- Manage day-to-day operations, e.g., set and balance priorities, allocate resources, make staffing decisions.
- Gather information from internal and external sources (staff, vendors, consultants, and legal administrators) to help in decision-making.
- Plan and budget for equipment, staff salaries (excluding accounting), office supplies, building repairs and maintenance, health, dental, LTD, workers' compensation, life, general liability insurance, professional liability insurance, technology and library needs of the firm.
- Negotiate contracts for acquisition and maintenance of equipment and services, including, without limitation, phone systems, Westlaw/Lexis, LoisLaw, computer systems, and building maintenance and repair.

Human Resource Management

- Responsible for personnel administration (with indirect supervision of accounting staff), systems and facilities management, library, information systems management (IT), and assistance in management of the firm.
- Benefits administration (health, dental, life, LTD), workers' compensation and professional liability insurance.
- Recruiting, selecting, and training staff (with the exclusion of accounting staff).

- Responsible for recommending to the Board of Directors standard personnel procedures.
- Responsible for the development and conducting of performance evaluations.
- Responsible for development of salary administration.
- Responsible for employee relations, motivation, counseling, disciplining, and discharging of support staff (with the exclusion of accounting staff).
- Supervise our Librarian Assistant and help manage the development and maintenance of our in-house library, texts, negotiate contracts for Thompson Reuter and other online search tools for attorneys' needs.
- Other human resource management functions as needed.

Positions Supervised

- Assistant Office Manager/Marketing Assistant
- Mail Room Personnel (Mailroom Supervisor and Messenger)
- Administrative Assistants
- Receptionist
- Litigation Clerks
- IT Department
- Library Assistant
- Day Porter
- Attendance for Paralegals

Information Systems Management

- Work with/supervise the Network Administrator in the planning and development of the Firm's hardware and software systems (with the exclusion of the accounting system) to support communications and information needs.
- Keep current on technological advances and emerging trends in information systems, e.g., computers, video-conferencing.
- Supervise Network Administrator and Network Assistant/Trainer in their management of day-to-day operations of hardware, software and area networks.
- Help identify specialized training needs associated with information systems.
- Help coordinate information systems, e.g., system compatibility with clients (with the exclusion of the accounting system).

Equipment, Facilities, and Office Services Management

- Review, negotiate, and monitor service contracts and major purchases.
- Manage and help identify facility (building) and equipment maintenance and repair needs and solutions.
- Plan and execute law office and staff moves, e.g. design space usage, install systems, etc. This may include overseeing the move of new attorneys into the building.
- Evaluate and contract for vendor services, e.g., prices and product quality.
- Develop/maintain internal safety and security plan, including computer and other systems.
- Supervise the management of telecommunication systems and operations. This currently involves three different computer systems-one for the long distance call accounting, the

telephone and voice mail system and our card entry system.

- Manage office services, e.g., fax, copiers, messengers, and housekeeping.
- Responsible for off-site storage of documents, including entry, retrieval, negotiating contracts, etc.

Position Qualification Requirements:

Education

Bachelor's degree (required) or Master's degree (preferred) from an accredited college or university with major course work in business administration, management, finance, human resources, technology and marketing.

Experience

A minimum of five years working knowledge of legal or other professional service organizations with experience in managing business operations including human resources, technology, facilities, finance and marketing.

Knowledge, Skills and Abilities

- Ability to manage and plan for change and provide leadership for the Firm.
- Ability to identify and analyze complex issues and problems in management areas and recommend and implement solutions.
- Ability to supervise and direct all operational functions of the Firm.
- Ability to manage office functions economically and efficiently.
- Ability to organize work and establish priorities for the efficient operation of the Firm.
- Ability to work under general direction.
- Ability to read, write and speak in a professional manner. Ability to present ideas in an easy to understand manner.
- Ability to establish and maintain budget and fiscal responsibility.
- Ability to deal with a variety of people on a professional level.
- Ability to interact effectively in group situations.
- Ability to work long days and some weekends and evenings.
- Ability to maintain good interpersonal relations and communications with lawyers and support staff.
- Ability to provide effective personal leadership and direction to all Firm activities.
- Highest level of ethics and confidentiality.
- Working knowledge of principles and practice of law firm administration.
- Working knowledge of accounting and payroll systems.
- Demonstrable proficiency in computer skills, including extensive knowledge and experience with Microsoft Office software.
- Knowledge of safety rules and procedures.
- Knowledge of public relations and marketing of professional services.
- Knowledge of benefits administration and negotiation of benefits contracts.
- Knowledge of modern principles of human resource management, including supervision, compensation, performance evaluation and staff development.

- Must display excellent supervisory and leadership skills and demonstrate a willingness and ability to delegate.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees may be required to follow other job-related instructions and to perform other job-related duties as requested, subject to all applicable state and federal laws.

Certain job functions described herein may be subject to possible modification in accordance with applicable state and federal laws.

Applicant Certification:

I understand the description of this job and the essential functions, as stated above. I also understand that all of the duties are not described above and that I would perform those above and other related duties as directed by my supervisors.

Signature

Date