

Manager of Records and Business Intake

Lowndes, a large Central Florida law firm, is seeking a Manager of Records and Business Intake. Responsibilities include management and ongoing development of the firm's new business intake, conflicts, and records management processes and procedures. Responsible for supervision of staff supporting functions in these areas which include analysis and evaluation of conflict research to identify potential issues in new business intake; managing legal records department's day-to-day operation to including accurate, prompt customer service, managing and supporting daily projects as needed, monitoring all applicable quality metrics. Individual is responsible for providing feedback to front-line staff, providing coaching and counseling when appropriate, and assisting in developing enhancements to the workflow.

REQUIREMENTS

- 5-10 years of experience in records management, conflicts and new business intake;
- Must possess excellent analytical skills and be able to consistently exercise discretion and independent judgment;
- Excellent written and verbal communication skills;
- Ability to solve problems in a methodical, practical way;
- Client service driven toward internal and external clients. Must be responsive to the demands of lawyers;
- Knowledge of the firm's computer systems including **LegalKey**, **Aderant Billing System**, **iManage Records Management System**, **BEC Legal Docketing System** (or similar project management software) preferred;
- Proficient knowledge of Microsoft programs including Outlook, Word and Excel;
- 4 year college degree preferred.

JOB DUTIES

- Management of company-wide records, including organizing, converting and integrating files for electronic storage as well as off-site storage administration
- Manage, develop, review and administer Records and Document Management systems.
- Manage network files shares to ensure access permissions and content fall within acceptable use guidelines.
- Ensures records management processes meets administrative, business, legal and financial requirements.
- Devise and ensure the implementation of retention, lifecycle tracking and disposition schedules in accordance to firm policy.
- Research, devise and develop efficient processes and automation for the lifecycle management of records, and for the use of content within records.
- Responsible for the development and management of staff through performance evaluations, training, and mentoring.
- Ensure deadlines and goals are met through management of team's workload.
- Advise on and implement records and document management policies and classification systems.
- Provide a policy framework to guide staff in the management of their records and use of the company's records and document management systems.
- Provide orientation and training to new hires.

- Manage and monitor departments budget and resources for off-site storage.
- Perform other duties as assigned.

CORE COMPETENCIES

Initiative
Ability to Learn Quickly
Dependability
Flexibility
Accountability
Organization and Time Usage
Prioritizing Work
Attention to Detail
Supervisory Skills

ADDITIONAL INFORMATION

- In depth working knowledge of document and records management systems and concepts.
- High proficiency in Adobe Acrobat and Microsoft Office (Word, Excel, PowerPoint)
- In depth knowledge of iManage Records Management System. Experience with document imaging systems
- Demonstrated ability to work independently and within team environments either in a participatory or lead role
- Must have excellent written and oral communication skills

Smoke-free employer. Please submit resume to staff.recruiter@lowndes-law.com for immediate consideration.