

JOB DESCRIPTION

JOB TITLE: Practice Manager	DATE: August 2022
DEPARTMENT: Regulatory	FLSA CLASSIFICATION: Exempt
REPORTS TO: Director, Regulatory Department	EEO CLASSIFICATION: 1-Officials and Managers

JOB SUMMARY

Responsible for the daily management and business operations of assigned practices within the Regulatory Department, with a strong emphasis on work allocation, professional development, and relationship building. Act as a liaison with other Firm legal and administrative groups as needed.

Assists with proactively supporting client service by actively participating in the firm’s Service Excellence initiative. Provides quality service to internal members/departments of the firm as well as external clients and vendors by displaying professionalism via electronic and print correspondence, over the telephone and in-person and by encouraging an atmosphere that rewards a “can do” attitude.

PRINCIPAL DUTIES AND RESPONSIBILITIES*

Attorney and Paralegal Professional Development and Work Assignment Staffing

- Manage billable and pro bono assignment process for assigned practice groups within the Regulatory Department as well as Regulatory Investigations staff and collaborate with colleagues in the Practice Management Department to address cross-office staffing needs.
- Provide counsel, senior associates, associates, and Regulatory Investigations staff with assignments that provide appropriate professional development opportunities commensurate with experience.
- Coordinate reassignment of projects when attorneys and Regulatory Investigations staff are on vacation or other leaves of absence. Assist in the administration of extended leave policies as needed.
- Participate in bi-annual evaluation process for counsel, senior associates, and associates, in conjunction with our Legal Personnel Department, partner mentors and Practice Management team.
- Provide orientation support to junior associates and lateral hires.
- Work with partners, Regulatory Department Director and the Professional Development and Training team to plan and conduct formal training programs for counsel, senior associates, and associates.
- Work with Department/Practice Group management, Regulatory Department Director and Legal Personnel Department as requested to address personnel issues involving lawyers.

* A job description is a general description of the function and major duties of a job. It may not specify all duties, tasks, and assignments associated with a job. It is not intended to limit or in any way modify the right of management to direct, assign, and control the work of employees in a unit. Accuracy, attention to detail, ability to work effectively in a team environment, and ability to work in an atmosphere of multiple projects and shifting priorities are requirements of all jobs at WilmerHale. Additional job related qualifications may be specified for some openings. Job descriptions are subject to periodic review.

- Travel among offices as necessary to meet with counsel, senior associates, and associates to discuss workload assignments and professional development goals and objectives.
- Oversees and manages the performance review process for the Regulatory Investigations staff.
- Responsible for addressing Regulatory Investigations staff performance and personnel issues, partnering with Human Resources and the Regulatory Department Director.

Department Management and Reporting

- Assist in the preparation and implementation of Department and/or Practice Group strategic plans.
- Assist in the preparation of Department and/or Practice Group reporting, including the preparation of monthly productivity reports to Department Leaders, Practice Group Leaders, the Management Committee, and the Chief Practice Management Officer.
- Coordinate Department and Practice Group level projects as assigned by the Regulatory Department Director.

Administrative and Operational Support

- Provide administrative and operational support to the Regulatory Department leaders.
- Assist in coordinating, planning, and providing follow-up support to Department and Practice Group meetings, retreats, and other group events. Maintain meeting notes and follow up on action items. Coordinate room and technical requirements between firm’s various offices as necessary.
- Perform other duties as assigned.

Business Development and Marketing

- Provide support to the Regulatory Department Director and Client Development Department for department and practice group marketing and business development activities, including pitches and RFPs.
- Coordinate with the Client Development Department and Regulatory Department Director to track lateral partner integration initiatives.
- Assist in the coordination of events involving members of the Department as needed.
- Perform other duties as assigned.

Financial

- Support Department Leaders and Finance Department with the tracking and management of alternative fee arrangements and other Matter Management reporting as necessary.

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MINIMUM QUALIFICATIONS

Knowledge/Skills/Abilities:

- Excellent interpersonal skills and managerial experience.
- Ability to deal effectively with lawyers, staff, and peer administrators.
- Strong project management and organizational skills.
- Ability to handle a wide variety of responsibilities.
- Ability to identify and solve problems, take initiative, and work independently under pressure.
- Excellent oral and written communication skills.
- Ability to handle sensitive and confidential matters with discretion.

Education:

- Bachelor's Degree required.

Experience:

- Minimum four years' experience in professional services or legal environment preferred.

Equal Opportunity Employer/Females/Minorities/Veterans/Disability

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WORKING CONDITIONS

The following table indicates the degree of working conditions expected for the job. Reasonable accommodations may be made to enable individuals with disabilities to meet these requirements. N/A = 0-10%, Occasionally = 11-33%, Frequently = 34 - 66%, Constantly = 67 - 100%

Requirement	Frequency	Requirement	Frequency
Travel	Frequently	Horizontal Reaching	N/A
Sitting	Constantly	Repetitive Arm/Hand/Finger Movements	Frequently
Standing	Occasionally	Color Vision	Constantly
Walking	Frequently	Distance Vision	N/A
Reading	Constantly	Close Vision	Constantly
Typing	Frequently	Depth Perception	Occasionally
Twisting	Occasionally	Exposure to Loud or High Pitched Noises	N/A
Handling	Occasionally	Exposure to Toxic Materials	N/A
Weight	Occasionally, up to 15 lbs.	Exposure to Extreme Conditions (hot/cold)	N/A
		Exposure to Moving Mechanical Parts	N/A

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