



JOB DESCRIPTION

Title: Administrative/Education Specialist **FLSA:** Non-Exempt

Reports to: Chief Operating Officer and Education Department Head

Summary: At direction of Chief Operating Officer, assist the Administrative Team and legal department teams with operational aspects of the Firm. At direction of Education Department Head, assist with planning and executing education initiatives, including marketing, client communication, and IT support for virtual educational offerings which create and sustain a competitive advantage for the Firm.

Essential Responsibilities:

- Provide support to Firm's IT functions, which may include assisting with new client intake conflict checks, updating client credentials for Firm's proprietary status report app, and perform help desk IT functions Firm-wide to include troubleshooting equipment and virtual access for employees before deploying IT Manager or outsourced IT support team.
- Provide support to Firm's billing functions, which may include responding to client requests for invoices or past-due balances via phone/email communication, opening and properly coding incoming payments, and other client billing components as needed.
- Provide support to Firm's accounting functions which may include reconciling large-scale vendor invoices with client costs advanced billing entries, entering/reconciling credit card expenditures with recoupment software application, collecting W9s from payees to facilitate the Firm's use tax transmittal and the Firm's 1099 reporting.
- Provide back-up to other support staff as needed, which may include production of mass mailings and Court pleading production, client billings, and large-scale projects requiring intensive formatting and Styles usages in Microsoft Word.
- Plan and handle logistics for Educational events, including management of webinar vendor for virtual events (weekly) and venue management for in-person events (if any).
- Distribute promotional and educational material in advance for Firm's virtual events, manage registration, review and edit PowerPoint presentations, produce certificates of CE credits post-events, and produce reports upon request.
- Coordinate with other team members to ensure smooth operations of Education components, including Firm social media platforms are utilized related to Education, Firm newsletter, Facebook, Twitter, YouTube, LinkedIn, and Instagram.
- Execute blast emails regarding Education initiatives and events, and update Firm contact database based on bounced communications and unsubscribe notifications received.
- Ensure marketing (internally/externally) of Firm's Education offerings on a consistent basis.
- Assist other Department Heads and Chief Operating Officer as directed.
- Consistent and on-time attendance is required.

Qualifications and Skills:

- Bachelor's degree and minimum 2 years professional office experience.
- Strong organizational skills, with strengths in identifying efficiency.
- Friendly, team-orientated, with sense of urgency with external/internal client servicing.
- Ability to work under extreme pressure with tight deadlines.
- Ability to work independently and as a member of a team and to network with others.
- Ability to prioritize and manage many tasks simultaneously.
- Willingness and ability to adjust schedule in order to be present during after-hours events.
- Knowledge of MS Word, Excel, PowerPoint, website editing software such as FrontPage, HTML formatting, Photoshop, etc.
- Ability to organize and prioritize numerous tasks and complete them under time constraints.
- Ability to proofread typed material for contextual, grammatical, typographical, and spelling.
- Excellent interpersonal skills necessary to communicate verbally in person, by e-mail, and telephone and effectively follow instruction from diverse group of clients, attorneys, and staff and provide accurate and timely information.
- Ability to keep accurate time records.
- Practice Master, Excel, Word, and Outlook experience are pluses.
- English Proficiency – Speaking, reading, and writing.

ADA:

- Must be able to remain in a stationary position for long periods of time.
- Must be able to focus on a computer screen for multiple hours at a time.
- Must be able to move and lift items up to 40 lbs. and climb ladders to retrieve/restore items.

* Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.*

BENEFITS:

Benefits are provided to full-time employees as more fully described in summary plan descriptions. For more information or to obtain current summary plan descriptions, contact the Chief Operating Officer. The Firm reserves the right to modify or eliminate benefits at its discretion, with or without notice. Benefits currently offered include, but are not limited to:

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| ▪ Medical insurance | ▪ Long-term disability insurance |
| ▪ Health Savings Account | ▪ Life insurance |
| ▪ Dental insurance | ▪ AD&D insurance |
| ▪ Vision insurance | ▪ 401(k) with employer contribution |
| ▪ Short-term disability insurance | ▪ Profit-sharing plan |

SALARY RANGE:

Employee salaries are reviewed annually by Management. Salary adjustments are effective January of each year or at such other time as determined by the Firm. Employees are eligible for meritorious bonus consideration with timing/amounts at discretion of Management. This is a non-exempt, hourly-paid position with base compensation range of \$40,000-\$70,000 per annum.