

## **About Us**

Skadden, Arps, Slate, Meagher & Flom LLP has forged a reputation as one of the most prestigious law firms in the world. Relying on innovation, intellect, teamwork and tenacity, our lawyers deliver the highest quality advice and novel solutions to our clients' legal issues. We are known for handling the most complex transactions, litigation/controversy issues, and regulatory matters, as well as for the strong partnerships we build with clients and each other. Our attorneys, who reflect a broad range of experiences and perspectives, work together seamlessly across 50-plus practices and 21 offices in the world's major financial centers.

## **The Opportunity**

We are seeking a Support Oversight Manager, mid-level, to join our Firm. This position will be based in our Palo Alto office (hybrid). The Support Oversight Manager oversees and manages the daily operations of the Paralegal and Secretarial Departments, including staff management and integration, training and development, organizational planning and process improvement. In addition, responsibilities include working with Firm management across offices to help with department-wide initiatives and cross-office staffing needs. The Support Oversight Manager:

- Assesses, assigns, manages, trains, evaluates and schedules staff in the Paralegal and Secretarial Departments.
- Coordinates and oversees daily operations, assignments and workflow within relevant departments.
- Consults with attorneys and devises departmental assessment plans to assure proper daily and long-term workflow and assignments of attorney/secretarial teams.
- Actively monitors individual and department utilization and productivity.
- Works with various department managers in the Palo Alto office to further integrate the overall operational impact of relevant departments.
- Meets with attorneys regularly to continually assess work patterns and operational support required for new cases and overall case management.
- Consults regularly with the Office Administrative Director and the Director, Paralegal Services Department and other senior managers in New York office in the creation and implementation of team programs and initiatives, as well as regarding the status of employees' work performance.

- Provides leadership and continued professional development guidance and mentorship, including the advancement of training initiatives.
- Collaborates with the peer managers in Paralegal and Secretarial Services departments, along with Palo Alto management team, to increase departmental efficiency, strengthen employee knowledge and abilities, improve leadership and maintain high level service support to attorneys and clients.
- Assists with creation of annual departmental budgets and monitors throughout the year.
- Assists Palo Alto Office Administrative Director and Human Resources Manager in developing and facilitating organizational development, performance and management development programs.
- Works with Human Resources on recruitment for positions within relevant departments. Meets with candidates and provides feedback to Human Resources as integral part of recruitment process.
- Ensures current knowledge of Firm policies and practices for staff, current knowledge of industry trends, and continued professional development for staff.
- Effectively utilizes the Firm's performance management process to communicate performance expectations, monitor performance, coach employees, and manage unsatisfactory performance.
- Oversees employees' work performance and provides guidance in the resolution of problems.
- Initiates disciplinary procedures in collaboration with the Human Resources Department.
- Monitors time, attendance, overtime and expense reports to ensure accuracy and compliance with Firm policies.
- Recommends guidelines and practices to promote efficiency, effectiveness and excellent customer service and improved employee relations, in alignment with the Firm's Core Values.
- Develops and communicates departmental guidelines and procedures.
- Ensures accurate and timely responses to requests for departmental services.
- Demonstrates effective interpersonal, written and verbal communication skills to facilitate effective work relationships with others.

- Manages Firm resources responsibly.
- Complies with and understands Firm operation, policies and procedures.
- Performs other related duties as assigned.

**Qualifications:**

- Current knowledge of law firm administration and department trends and techniques
- Knowledge of Firm operations, policies and procedures
- Working knowledge of litigation matters and corporate transactions with litigation support/legal technology experience
- Demonstrated knowledge and experience with leading and supervising others. Effectively employs
- coaching and problem solving techniques
- Proven ability to effectively lead, coordinate and implement projects, processes and change management
- Strong technological skills, including MS Word, advanced Excel, PowerPoint, and project management and database applications
- Knowledge of relevant Firm computer software programs (e.g., Outlook, Word, Excel, PowerPoint), with the ability to learn new software and operating systems
- Knowledge and implementation of the annual budget process
- Demonstrates effective interpersonal and communication skills, both verbally and in writing
- Demonstrates close attention to detail
- Excellent analytical, troubleshooting, organizational, and planning skills
- Ability to administer Firm policies and procedures
- Ability to handle multiple projects and shifting priorities
- Ability to handle sensitive matters and maintain confidentiality
- Ability to organize and prioritize work and delegate effectively
- Ability to work in a demanding and fast-paced environment

- Ability to work well independently as well as effectively within a team
- Ability to use discretion and exercise independent and sound judgment
- Flexibility to adjust hours and work the hours necessary to meet operating and business needs

#### **Education and Experience:**

- Minimum of 5 years relevant administrative management experience in a law firm and/or professional services field
- Minimum 10 years leadership experience in a professional services environment
- Bachelor's degree required

#### **Culture & Life at Skadden**

What makes Skadden special is our people and the culture, community and spirit of collaboration we have created. We believe in teamwork and inspiring each other to be our best in an atmosphere that promotes professionalism and excellence in all that we do. We know that inclusion and drawing on the strength of a wide spectrum of talent only make us better and is vital to the firm's success. Our goal is for everyone at the firm to enjoy a challenging career with opportunities for development and growth and to support the well-being of our attorneys and business services professionals.

#### **Benefits**

The overall well-being of our team is important to us. We offer generous benefits to help you achieve wellness in all areas of your life.

- Competitive salaries and year-end discretionary bonuses.
- Comprehensive health care (medical, dental, vision), savings plan/401(k) and voluntary benefits.
- Generous paid time off.
- Paid leave options, including parental.
- In-classroom, remote, and on-demand learning and professional development opportunities.
- Robust well-being classes and programs.
- Opportunities to give back and make an impact in local communities.

For further details, please visit: <https://www.skadden.com/careers/staff/employee-benefits>

Skadden is an Equal Opportunity Employer (Disability/Vet/other protected categories). For more information, please visit [Skadden.com/careers](https://www.skadden.com/careers).

The starting base salary for this position is expected to be within the range listed under Salary Details. Actual salary will be determined based on skills, experience (to the extent relevant) and other-job related factors, consistent with applicable law.

### **Salary Details**

\$170,000 - \$185,000

### **EEO Statement**

Skadden is an Equal Opportunity Employer. It does not discriminate against applicants or employees based on any legally impermissible factor including, but not limited to, race, color, religion, creed, sex, national origin, ancestry, age, alienage or citizenship status, marital or familial status, domestic partnership status, caregiver status, sexual orientation, gender, gender identity or expression, change of sex or transgender status, genetic information, medical condition, pregnancy, childbirth or related medical conditions, sexual and reproductive health decisions, disability, any protected military or veteran status, or status as a victim of domestic or dating violence, sexual assault or offense, or stalking.

Applicants should apply online:

[https://skadden.wd5.myworkdayjobs.com/Skadden\\_Careers](https://skadden.wd5.myworkdayjobs.com/Skadden_Careers)