

DRINKER BIDDLE & REATH LLP

OFFICE ADMINISTRATOR

JOB POSTING

JOB TITLE: Office Administrator	STATUS: Exempt
REPORTS TO: Senior Director of Service Operations with a dotted line relationship to the Regional Partner in Charge for the Los Angeles office	LOCATION: Los Angeles, CA
SUMMARY: <p>We have an opening for an Office Administrator to join our team. Based in our Los Angeles office, the Office Administrator is responsible for the day-to-day administrative operations of many support functions in the Los Angeles office. This includes the daily management of the legal assistants and the receptionist in the Los Angeles office. In addition, this role is responsible for handling general human resources responsibilities for the Los Angeles office.</p> <p>As a member of the firm-wide management team, the Office Administrator is responsible for maintaining effective communication with other offices.</p> <p>In accordance with the Firm's Client Service Initiatives, the Office Administrator must possess good judgment and effective communication skills. Confidentiality and discretion are required consistently.</p>	
GENERAL RESPONSIBILITIES: <ul style="list-style-type: none">• Responsible for the overall financial planning and financial management of the Los Angeles office, including the responsibility for planning and implementing the Los Angeles office annual budget. This includes planning, forecasting, budgeting and variance analysis.• Working with the firm's Managing Director of Real Estate and Facilities, the Office Administrator is responsible for the overall management of the firm's physical facilities in Los Angeles and related functions, including:<ul style="list-style-type: none">○ General office space planning;○ Renovation of office space when necessary;○ Communication with the firm's landlord;○ Office furniture and, with the exception of IT items, office equipment, including copy machines, fax machines, postage and other mail equipment;○ Oversees the purchasing of supplies for the office in accordance with firm procurement guidelines;○ Maintains and manages relationships with all local vendors/suppliers;○ Ensures consistent compliance with federal and state employment and labor laws;○ Works with the landlords, city and state officials regarding safety preparedness (e.g. fire drills).• Provides exceptional assistance to the Regional-Partner-In-Charge and the appropriate Chief and/or Department Director in regards to all operational matters (e.g. ensures exceptional assistance is provided to Chief Information Officer in regards to all Information Technology matters in the Los Angeles office).• The Office Administrator assists in the preparation of the agenda for the monthly Los Angeles partners' meetings and serves as the recording secretary for those meetings.• Works closely with the National Events Team in planning and overseeing all events in the Los Angeles area, both on-site and off.• With the Regional-Partner-In-Charge, the Office Administrator is responsible for handling any office closures and ensuring there is administrative coverage during any closures.• Maintains positive work relations with peers in other firm locations; participates in information exchange helpful to all.• Ensures excellent service is provided on a consistent basis to both internal and external clients.	
ESSENTIAL JOB FUNCTIONS: <p><u>Personnel</u></p> <ul style="list-style-type: none">• Directly supervises the Legal Assistants and Receptionist in the Los Angeles office.• Maintains and oversees time records of staff that report to the Office Administrator.• Assists the appropriate Chiefs/Directors in providing general supervision of staff in the following	

departments: accounting, business development and marketing, client intake, docketing, document production, human resources, information technology, library, paralegal, professional development and recruitment, practice group administrators/coordinators, information governance and Tritura (ediscovery).

- Ensures that Los Angeles lawyers and staff are consistently following Firm policies and procedures and leads by example with regards to adherence to the Firm policies and procedures.
- Recommends compensation changes and annual merit bonuses for LA staff under his/her direct supervision.
- Fosters communication between attorneys and staff.
- Consults with employees to assist in resolving job-related or job-affecting problems.
- Develops programs for maintenance and improvement of employee morale.
- Counsels employees who are not meeting the Firm's standards and directs improvement programs.
- Working with Human Resources, terminates employees when necessary.

Finance and Accounting

- Prepares and implements expense and capital budgets annually and manages office expenses to these budgets
- Reviews monthly reports regarding performance against budgets.
- Reviews monthly office expenses and office credit card statements with Regional-Partner-In-Charge.
- When necessary works with the Director of Revenue Accounting Operations to ensure that all client bills are sent out in a timely manner.
- Works with the Procurement Director to ensure strong financial relationships with local vendors. This includes meeting with local vendors and preparing cost analysis reports on an annual basis.
- Maintains good business relationships with the landlord, vendors and consultants.
- Timely reviews and processes expense reimbursements through Chrome River.

Physical Facilities

- Ensures proper maintenance, appearance, cleanliness and security of the office.
- Arranges and/or coordinates all major office meetings/functions both internal and external. This includes local events as well as firm wide events that are held in the Los Angeles area (e.g. Summer Party, Staff Appreciation Week, Anniversary Luncheon, Holiday Party, Practice Group Leader meetings, Partner meetings, etc.).
- Assists with planning for trial assistance (e.g. 'war room' space, IT needs, deliveries to court houses, hotel rooms, etc.) both in the Los Angeles area as well as remotely when attorneys are on trial out of town.
- Assists the Regional Partner in Charge, the Managing Director of Real Estate and Facilities and the appropriate committees in projecting growth and space needs.
- When office construction is underway, makes appropriate recommendations for adding or divesting current space, for the use of space and for location and relocation of attorney offices when required.
- Assist the Managing Director of Real Estate and Facilities with supervising remodeling and expansion projects, including the supervision of all outside consultants and architects.
- Maintains files and records of construction contracts, progress reports, change orders and payment schedules.
- Arranges for physical movement of people, furniture and functions.

Human Resources

- Implements and manages general human resources procedures and programs and legal compliance for employees in our Los Angeles office. Some responsibilities of the role include: leading the onboarding and orientation process for all new hires, assisting with the administration of the annual staff performance review processes, addressing employee performance issues and managing the departure process for employees and attorneys.
- Coordinates and oversees the onboarding and orientation process for new hires, both staff (including summer associates) and attorneys (associates and partners).
- Ensure all staff and attorneys are aware of benefits, answer general questions regarding same and assist the Benefits Team with driving local annual benefits enrollment meetings and any off-cycle enrollment meetings.
- Assists staff with any questions they have regarding their vacation and sick time.
- Works with the National Director of Human Resources – Generalists to ensure annual performance evaluations for staff are completed in a timely manner.
- Handles all general Human Resource matters for the Los Angeles office, including tasks such as:
 - Employee Relations;
 - Completing and sending Job Change and Departure Notices;

- Name changes (collecting and sending all data);
- Change of addresses;
- Life status changes (marriages, births, etc.) - sending appropriate forms, collecting same and processing appropriately in a timely manner; and
- Coordinating on-site visits by financial partners.
- Advises and assists staff managers and directors with addressing performance issues with their direct reports.
- Responsible for generating and reviewing the timesheet audits for staff on a monthly basis, distributing same to appropriate managers/directors and ensuring any issues are resolved in a timely manner.
- Assists employees in reporting workers' compensation claims and report same to the National Director of Human Resources – Generalists and the Senior Manager of Benefits and Retirement Plans in a timely manner.
- Accepts and processes appropriately any wage garnishment letters that are sent to the Los Angeles office.
- Prepares departure paperwork and leads departure process for departing attorneys and staff.
- Responsible for the maintenance of local personnel files. Ensures that paperwork related to lawyers and staff is processed and filed properly and maintained securely.
- Ensures compliance with all applicable state and federal laws and regulations relating to human resources; ensures compliance with employment policies and legal compliance, including ADA, FMLA, Wage and Hour, and Visa and immigration laws.

Systems, Procedures and Services

- Reviews and recommends improvements in office procedures and systems, or recommends procurement of outside assistance as required.
- Looks for opportunities for process improvement, standardization and other cost-saving or service expanding opportunities and ideas, and make recommendations to the Senior Director of Service Operations.
- Monitors equipment such as the telephone system to ensure optimal performance and works with IT when appropriate.
- Develops local office policies and procedures concerning the daily operation of the office and, when possible, aligns them with other offices to ensure consistent processes across offices when possible.

Information Governance

- Works with the Director of Information Governance to ensure effective management of local filing systems and information storage and retrieval.

Library/Research Services

- Works with the Associate Director of Library Services to ensure effective management of the local library resources to provide streamlined, state-of-the-art reference tools and materials for cost-effective research and education.

Community and Client Relations

- Ensures the staff in the Los Angeles office continues to provide exceptional customer service to clients (both internal and external).
- Disseminates important information to the partners, associates and support staff.
- Assists in implementing marketing and visibility activities (associations, seminars, in-house meetings, events, and maintaining positive relationships with other firms).

Office Equipment and Supplies

- In conjunction with Managing Director of Real Estate and Facilities Planning and Director of Procurement, the Office Administrator arranges for purchase and timely delivery of furniture, office machinery and equipment and other purchases.
- Stays familiar with new developments and equipment through regular contact with technical representatives, attending and participating in business shows, subscribing to professional and trade publications and attending and participating in professional seminars.

OTHER JOB FUNCTIONS:

- At the request of the Senior Director of Service Operations, the Office Administrator leads or partners in firm wide initiatives working with other staff leaders and Office Administrators.
- Must be accessible and be responsive and sensitive to internal and external client demands and deadlines. This includes being accessible before and after hours, including weekends and holidays.

The person in this role is expected to handle the majority of these tasks by him/herself. The statements contained in this job posting are not necessarily all-inclusive; additional duties may be assigned and requirements may vary from time to time.

KNOWLEDGE, SKILLS AND ABILITIES:

- Excellent computer skills, including knowledge of Windows 7, Microsoft Office 2010, and Outlook.
- Demonstrated experience in budget planning and analysis.
- Able to successfully manage office functions economically and efficiently.
- Excellent presentation and communication skills (both written and verbal); able to adjust same based on the audience.
- Excellent attention to detail and able to perform several tasks concurrently with ease and professionalism.
- Working knowledge of Federal and California state laws and regulations, particularly employment and wage and hour laws.
- Managing People: takes responsibility for direct reports, openly available to employees; provides regular performance feedback; continually works to improve employees' skills; excellent supervisory and manager skills; able to encourage and motivate subordinates.
- Must possess strong administrative, management and leadership abilities.
- Able to interact with people in fast-paced environment while showing sensitivity, tact and professionalism.
- Able to accurately analyze data.
- Strong problem-solving skills.
- Must have excellent interpersonal skills and the ability to maintain effective working relationships with all levels of firm personnel and diverse groups of people.
- Unbiased judgment, sound discretion, and openness to the views of others.
- Candidate must be able to work well as part of a team across offices as well as work independently.
- Candidate must quickly grasp the goals, culture and strategy of the office and the firm overall.
- Candidate must conduct him/herself professionally in appearance and actions; must set a positive example for all personnel.
- Adhere to and serve as a role model for the firm's Client Service Standards.
- Ability to lift up to 15 pounds.
- Ability to travel in the U.S. on an as-needed basis.

EDUCATION AND EXPERIENCE:

- Bachelor's degree or equivalent work experience.
- Minimum of ten (10) years' experience in a law firm administration with progressively increased management responsibilities.
- Minimum of five years' experience managing staff.
- Minimum of three years' of human resources experience, including experience with California-specific HR and employment laws and regulations.
- Demonstrated experience in budget planning, reconciliation and analysis.
- Demonstrated leadership abilities, people and project management skills, and an ability to identify and implement creative solutions to enhance productivity, efficiency, and effectiveness of operations, systems, and procedures.

We are an Equal Opportunity Employer and we offer an excellent total compensation package, which includes medical/dental coverage (PPO/HD), vision care, life insurance, short and long-term disability plans, 401(k) with employer match, paid vacation/holiday/sick days, wellness programs and more.

TO APPLY: Interested candidates should send a resume and cover letter, including salary expectations, to human.resources@dbr.com and reference **Office Administrator-LA** in the subject line. *No phone calls please.*