

DRINKER BIDDLE & REATH LLP

PRACTICE GROUP MANAGER

JOB POSTING

JOB TITLE: Practice Group Manager, Intellectual Property Practice Group	STATUS: Exempt
REPORTS TO: Managing Director of Transactional Services	LOCATION: Chicago, IL; Wilmington, DE; or Washington, DC
<p>SUMMARY:</p> <p>We have an opening for a Practice Group Manager to join our team. The Practice Group Manager will support the Practice Group leader and the firm's Practice Group Administration Department in managing the business, talent, and administration of the firm's Practice Group. The Practice Group Manager is expected to be a substantive contributor in advancing the Practice Group's initiatives and driving the Practice Group's profitability.</p> <p>The Practice Group Manager must communicate well with all administrative departments and contribute to the smooth flow of information. The Practice Group Manager works closely with the Practice Group's Managing Director to leverage the Practice Group Leader's time spent in managing the Practice Group. The Practice Group Manager works closely with the Managing Director in executing decisions by the Practice Group Leader(s), the Chief Operating Officer and Executive Partners. The Practice Group Manager works with the Practice Group Leader and the Practice Group's Managing Director to execute the Practice Group's objectives efficiently. The role involves various tasks such as preparing reports, analysis, drafting, making recommendations, communicating with Practice Group lawyers, Senior Professionals, and Paralegals and working with the firm's administrative departments.</p> <p>It is essential that this person be a self-starter and able to work well both in a team environment as well as independently. This role is expected to be a substantive contributor to the outcomes described and must ensure that excellent client service and client satisfaction are attained in all areas. A superior level of client service is expected at all times. In addition, in accordance with the firm's Client Service Initiatives, the Practice Group Manager must consistently display good judgment and have effective interpersonal communications. Confidentiality and discretion are required consistently.</p>	
<p>JOB FUNCTIONS:</p> <ul style="list-style-type: none">• Works with the Practice Group Leader and the Practice Group's Managing Director to execute the Practice Group's objectives efficiently.• Assists the Practice Group Leader and the Managing Director in managing the Practice Group's talent, including assisting with performance evaluations, promotions, salary and bonus adjustments, staffing levels, hiring needs, onboarding/offboarding, career development, and work assignments, and in assessing the productivity and profitability of the Practice Group's lawyers, senior professionals, paralegals and client relationships.• Prepares and manages marketing and operating budgets for the Practice Group.• Tracks and obtains approvals for expenses of the Practice Group and its members.• Assists the Finance Department with preparing the annual revenue budgets.• Interfaces with the firm's Accounting Department regarding the Practice Group's accounts receivables, unbilled time, timekeeper reports, expenses, profitability and productivity, and the opening of new matters.• Works with the Professional Development Department on lawyer training, including internal and external CLE programs hosted by the Practice Group, and lawyer, senior professional and paralegal quarterly and/or annual performance evaluations.• Assists the Managing Director, and works with the Information Services Department, to identify, develop and implement software and legal support systems to enhance the Practice Group's productivity.• Works with the Business Development and Marketing Department for RFP responses, pitches and special events, including working with the Events Team on coordinating the Practice Group's	

participation at industry events and conferences.

- Coordinates partner and Practice Group meetings, drafts agendas, maintains minutes and facilitates communication among the Practice Group, including drafting new employee announcements, farewell memos, and other correspondence with Practice Group members.
- Works with the Managing Director to communicate firm policies and directives to the Practice Group Leader and the Practice Group's lawyers.
- Administers the Practice Group's American Express Travel Rewards international airfare purchase program, including securing travel arrangements for Practice Group members.
- Maintains accessibility to and administration of U.S. Patent and Trademark Office (USPTO) registered patent practitioner's digital certificates and registration with the USPTO Office of Enrollment and Discipline.
- Maintains information in USPTO and Financial Manager accounts as well as the U.S. Copyright Office Deposit Account. Monitors and assists Accounting Department with accounts reconciliation to ensure timely and accurate posting of charges for billing purposes.
- Coordinates support and maintenance of the Intellectual Property Document Assembly System (IPDAS) for implementation, training and problem-solving.
- Serves as the liaison with legal support staff for problem-solving issues related to the USPTO Electronic Filing System (EFS). Serves as the liaison for the Group's and firm's internal Docketing function for patent, trademark, and copyright prosecution and litigation matters.
- Maintains Practice Group's user accounts with Cosearch, International Trademark Association, IP Global and Microsoft Corp.
- Interfaces with Accounting for implementing and adherence to client e-billing processes, reporting and troubleshooting client billing issues for Microsoft, PayPal and others, as needed.
- In performance of the functions of a Practice Group Manager, works with other firm departments including Accounting, Business Development & Marketing, Human Resources, Information Services, Office Administration, Professional Development, Research and Libraries, and Facilities. Works with the Practice Group Leader and the Managing Director and liaise with office and administrative leaders to execute the Practice Group's objectives efficiently.

The above described job elements are intended to indicate the general nature and levels of work being performed by employees assigned to the job. They are not intended to be an exhaustive list of duties, responsibilities and skills required of employees so classified.

KNOWLEDGE, SKILLS AND ABILITIES:

- Excellent knowledge of Microsoft Windows and Office suite (e.g., Word, Excel, PowerPoint, and Outlook) of applications required.
- Working knowledge of Computer Services Inc. (CPI) patent and trademark docketing system.
- Detailed working knowledge and experience with administration and staff training for use of Intellectual Property Document Assembly System (IPDAS) software.
- Working knowledge of U.S. patent and trademark prosecution practices, laws and rules.
- Working knowledge and experience with administration of USPTO systems such as EFS, EPAS, PAIR and Financial Manager.
- Demonstrated ability to identify and analyze complex issues and recommend and implement work flow improvements.
- Assist with the management of Associates and senior professionals to include drafting and delivering reviews, workflow management, onboarding and offboarding management.
- Must be able to understand the financial drivers of the legal business, such as profitability, proper rate to compensation ratios, and the concept of leverage and billing realization.
- Superior oral and written communication skills along with excellent proofreading skills.
- Extremely detail oriented and consistent in producing quality work.
- Able to work with detailed information accurately and efficiently while maintaining confidentiality.
- Strong project management skills.
- Strong understanding of legal and business concepts, or the capacity to learn them quickly.
- Must be highly organized and be sensitive and responsive to internal and external client demands and deadlines.
- Must be highly motivated, personable, self-starter who can manage multiple projects simultaneously and successfully, many with tight deadlines.
- Able to assess, adapt and reprioritize projects quickly when situations change.

- Able to exercise good business judgment and diplomacy in complex situations.
- Able to work well with all levels of firm management and as part of a team.
- Unbiased judgment, sound discretion, and openness to the views of others.
- Able to interact with people in a manner that shows sensitivity, tact, and professionalism.
- Able to quickly grasp the goals, service, culture and strategy of both the firm and the Practice Group.
- Candidate must conduct him/herself professionally in appearance and actions, and set a positive example for all personnel and support a collegial and collaborative work environment.
- Willingness to be flexible and perform responsibilities not specifically identified in the job description and to assume new responsibilities as the Practice Group's and firm's needs change.
- Flexible and dependable, including the able to work afterhours as needed.
- Accepts feedback openly, seeks to improve performance based on feedback and continually seeks to enhance their role.
- Adheres to and serves as a role model for the firm's Client Service Standards.

EDUCATION AND EXPERIENCE:

- Bachelor's Degree required
 - Advance degree a plus but not mandatory
- 5 years' law firm administration experience
- Minimum of 5 years' experience in patent and trademark prosecution practice in either a business or law firm environment. Law firm experience is a plus.
- Finance and/or professional development experience highly desirable
- Strong project management skills
- Experience preparing annual budgets and managing and updating budgets monthly and quarterly

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 **PGM-IP** in the subject line. *No phone calls please.*