

JOB TITLE: **Operations Support Specialist**

DEPT. NAME: **Administration**

REPORTS TO: **Firm Administrator & Controller**

Unruh Turner Burke & Frees, a thriving suburban Philadelphia-area law firm based in West Chester, Pennsylvania, has an opening for a detail oriented operations support specialist with excellent organizational and multi-tasking skills.

Primary Purpose of Position:

This position provides a broad range of operational support under the direction of the Firm Administrator and the Controller including implementation and support of the Firm's records management program and procedures, accounts payable processing and a variety of administrative, accounting and operational functions for the firm.

Records Management Functions and Responsibilities:

- Enters accurate file and document information into the records management database.
- Locates, retrieves, and distributes records from offsite storage facility as requested. Maintains comprehensive inventory of records.
- Processes files/boxes for transfer to offsite storage facility for archiving.
- Maintains efficient organization and arrangement of records and file rooms.
- Generates record management reports.
- Creates labels for new matter file folders.
- Coordinates file and document shredding services.
- Assists with transfer of client hard-copy files while adhering to firm policies and procedures.
- Utilizes Firm Client Release Letters for transfer of client hard-copy files.
- Scans, saves, and inventories hard-copy documents utilizing various equipment (high speed scanner, multi-function device)
- Supports the operation, maintenance and upgrading of the records management system.
- Implements, supports and reports on firm compliance with the records management procedures and retention schedule.
- Assists with records scanning and conversions and related records clean-up projects.
- Assists with coordination and processing of file purges in accordance with firm policies and procedures.
- Understands the records management program and procedures and makes recommendations to the management team.
- Ensures housekeeping standards are maintained at a high level to assure protection of firm records, confidentiality and safety.
- Communicates with attorneys, staff and administration to resolve system or procedure issues.
- Ensures records retention and destruction activities are compliant with firm policies.

Accounts Payable Functions and Responsibilities:

- Responsible for coding invoices, entering invoices, processing check requests, monthly aged unpaid payables reports and reviewing employee expenses for reimbursement.

- Prints and obtains signatures on all accounts payable checks. Distributes/mails signed checks as required. Resolves invoice discrepancies.
- Handles vendor inquiries, postage stamps, and petty cash distribution.
- Enters new client/matters in TABS and iManage.
- Utilizes TABS financial software systems.
- Handles all accounts payable filing.
- Develops and maintains accounts payable procedure manual for accounting department.
- Responds to internal and external inquiries and complaints.
- Assists Controller as needed.
- Assists Firm Administrator as needed.
- Performs all other duties as assigned or needed.

Additional Duties:

- Maintains firm law library, including acquisition, cataloging and maintenance of library materials. Handles library operations, circulation and reference functions. Documents and files all library materials received.
- Responsible for examining and returning unsolicited library materials. Handles complaints and requests for library materials.
- Provides back-up support to errands clerk and receptionist, as needed.
- Provides office services support to the office as requested by the Firm Administrator.
- Performs other duties as may be required from time to time.

Knowledge & Skills

- High school diploma, or equivalent (GED), with two to four years' professional office experience in records management and/or accounts payable required. Experience in a law firm preferred.
- Must be a team player with excellent organizational, attention to detail and multi-tasking skills.
- Excellent working knowledge of Microsoft Excel, Word and Outlook. Knowledge of iManage/FileSite documents management or similar system preferred.
- Strong interpersonal and customer service skills including responding promptly to internal and client needs and resolving issues.
- Ability to effect established procedures and prioritize effectively.
- Adapts to changes in the work environment, manages competing demands and is able to deal with frequent changes, delays or unexpected events.
- Dependable, follows instructions, responds to management direction and solicits feedback to improve performance.
- Ability to work independently and adapt to changing work priorities.
- Ability to handle confidential information in an appropriate manner is required.

Competitive starting salary commensurate with experience, along with a comprehensive benefits package including medical, dental, vision and 401K.

Unruh Turner Burke & Frees is an equal opportunity employer.

Please submit resume, cover letter and salary requirement.