

# Associate Director – E-Billing

<b>PeopleSoft Job Code / Title:</b>	8144 / Global Finance Assoc Director
<b>Department / Subdepartment:</b>	Global Finance / Revenue Operations
<b>Organizational Relationship:</b>	Reports to the Senior Director – Revenue Operations
<b>FLSA Status:</b>	Exempt
<b>UCM Level:</b>	Level 6
<b>Last Updated:</b>	May 13, 2026

## Department / Subdepartment Overview

The Global Finance department provides comprehensive financial management and strategic support across our global operations. The department ensures the financial health and sustainability of the firm, enabling us to deliver exceptional legal services to our clients worldwide.

## Role Overview

The Associate Director - E-billing is a strategic leader responsible for driving the firm's e-billing vision, operating model, and transformation agenda. This role focuses on firmwide strategy, process re-engineering, technology enablement, and cross functional alignment to ensure that e-billing supports the firm's financial, client service, and risk management objectives. Working closely with the Senior Director of Revenue Operations, Practice Office and Business Unit leadership, Finance, IT, and other key stakeholders, the Associate Director designs and oversees scalable, efficient, and high-quality e-billing capabilities across the firm. The associate director oversees high level operations with an emphasis on leadership, strategy, and continuous improvement.

## Essential Duties and Key Responsibilities

*"Essential duties" are those that an individual must be able to perform with or without reasonable accommodation.*

1. Develops and executes the firm's e-billing strategy in alignment with overall financial objectives; serves as the firmwide subject matter expert on e-billing operations, platforms, industry trends, and best practices; co-leads the global e-billing function with emphasis on operating model design, governance, and standardization
2. Partners with Revenue Operations leaders to define and review e-billing policies, metrics, and success criteria based on firm priorities and market changes; develops and maintains a firmwide e-billing roadmap, including technology upgrades, process improvements, and change management initiatives
3. Acts as a co-owner of the firm's billing system (e.g., Elite 3E and eBillingHub) for e-billing configuration, workflows, data standards, and integrations with external platforms and vendors; partners with internal support functions to implement system enhancements and automation opportunities, ensuring appropriate governance around user access, security, and data integrity within e-billing systems
4. Provides strategic guidance on client e-billing requirements and guidelines, balancing client demands with firm policies, risk tolerance, and profitability; serves as the senior escalation point for complex, high impact e-billing issues and major client platform changes, leading root cause analysis and long-term remediation; represents the firm in key client, vendor, and industry forums to ensure practices remain competitive and aligned with evolving client expectations
5. Supports internal and external audits related to billing and e-billing processes, ensuring that identified issues are remediated in a structured, sustainable way

6. Designs and oversees a holistic training and education program for attorneys, billing staff, and support personnel on e-billing policies, systems, and client expectations
7. Guides and coaches Revenue Operations teams on elevating technical practices, prioritizing resources based on e-billing workload, capacity, and performance; works with leadership to enhance and grow department talent, generating performance evaluations and compensation increases
8. Promotes effective work practices, works as a team member, and shows respect for co-workers

## Knowledge, Skills & Abilities

- Demonstrated experience with enterprise-billing systems (preferably Elite 3E) and web-based e-billing platforms (e.g., Serengeti/Legal Tracker, Datacert, Tymetrix360, CounselLink, Collaborati)
- Experience managing cross functional projects and working with senior leadership in a global or multi office environment
- Deep understanding of law firm billing and e-billing processes, controls, and client expectations.
- Strong knowledge of e-billing platforms, file formats (e.g., LEDES), and integration considerations; familiarity with XML/ASCII data formats preferred
- Proven experience in process improvement, change management, and operational transformation
- Strong analytical skills, including the ability to interpret complex financial and operational data and translate it into actionable strategies
- Excellent leadership and people management skills, with experience leading through influence in a matrixed environment
- Well-developed interpersonal and communication skills; able to interact effectively with partners, senior leadership, clients, and vendors
- Ability to manage multiple strategic initiatives simultaneously across time zones and offices, with strong organization and prioritization skills
- High degree of discretion and judgment when dealing with sensitive financial and client matters.
- Proficiency with MS Office (especially Excel and PowerPoint) and comfort working with complex systems and reporting tools

## Position Specifications

### *Typical Experience*

- Typical years of relevant experience: a minimum of seven year's experience leading billing or e-billing operations with clear responsibility for strategy, transformation, or large-scale process/technology initiatives
- Typical years of cumulative experience: a minimum of ten year's progressive experience in billing, financial operations, or related functions within a professional services or law firm environment

### *Education*

- Bachelor's degree in Accounting, Finance, Business, Information Systems, or related field required
- Advanced degree (MBA, Master's in Finance/Information Systems) or professional certification (e.g., CPA, PMP) preferred

## Working Conditions and Physical Demands

- Frequently move (e.g., walk) around the office
- Spend extensive time using a computer, including use of a PC keyboard and mouse or similar data input devices
- Travel may be required
- All Latham & Watkins positions are in a typical indoor office environment

The statements contained in this position description are not necessarily all-inclusive; additional duties may be assigned, and requirements may vary from time to time, and from location to location.