

# Associate Director of AI & Innovation – Client Services

<b>PeopleSoft Job Code / Title:</b>	
<b>Department / Subdepartment:</b>	Technology & Information Services / Legal Innovation
<b>Organizational Relationship:</b>	Reports to Associate Director of AI – Legal Innovation
<b>FLSA Status:</b>	Exempt
<b>UCM Level:</b>	
<b>Last Updated:</b>	June 25, 2026

## Role Overview

The Associate Director of AI & Innovation – Client Services is a senior leadership role within the firm’s AI & Legal Innovation function and a member of the Latham Innovation Leadership Group. The role leads the Technology Client Services team, which sits at the intersection of client engagement, legal technology, generative AI, innovation strategy, and business development. This team is responsible for helping the firm communicate, position, and deliver its technology and innovation capabilities to clients, prospects, partners, and other senior stakeholders in a clear, credible, and commercially relevant way.

This individual must bring the technical fluency to understand what is possible with AI, generative AI, legal technology, data, and emerging tools; the business acumen to understand how global law firms operate and how legal service delivery is evolving; and the leadership judgment to guide sophisticated clients and partners through complex technology and transformation conversations. As a senior member of the innovation leadership team, the Associate Director helps shape how Latham presents its innovation strategy to the market, manages a senior team responsible for high-impact and high-visibility client-facing work, and ensures that client insights and market signals inform the broader innovation agenda.

The role is both strategic and hands-on. The Associate Director is expected to lead the function, develop the team, set standards, and build scalable ways of working, while also personally engaging in the most significant client-facing and partner-facing matters where judgment, maturity, technical understanding, and careful messaging are essential.

## Essential Duties and Key Responsibilities

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

### Strategy, Client Engagement & Market Positioning

- Leads the firm’s client-facing legal technology, artificial intelligence, and innovation engagement strategy in alignment with the Associate Director of AI – Legal Innovation.
- Serves as a senior member of the Latham Innovation Leadership Group, helping shape priorities, messaging, standards, and execution across the broader AI & Legal Innovation function.
- Owns the development, refinement, and governance of the firm’s client-facing technology narrative, value proposition, and market messaging.
- Applies technical fluency and law firm business acumen to translate AI, generative AI, legal technology, data, and innovation capabilities into practical, credible, and client-relevant strategies.

- Serves as a senior advisor to partners, practice leaders, Business Development, client teams, and firm leadership on positioning the firm's AI and innovation capabilities in strategic client conversations.
- Personally leads or supports the most significant client-facing technology engagements, including strategic client meetings, panels, pitches, RFPs, surveys, outside counsel guideline responses, and other high-priority opportunities.
- Guides partners and client teams in communicating the firm's technology capabilities accurately, effectively, and appropriately for each audience.
- Monitors client expectations, market trends, competitor positioning, and developments in legal AI and innovation to inform client-facing strategy and messaging.

#### Leadership, Management & Delivery at Scale

- Leads the Technology Client Services function within AI & Legal Innovation, including Technology Client Services Attorneys, Consultants, and related professionals.
- Establishes team priorities, service levels, delivery standards, workload allocation, and performance expectations to support high-quality execution across a high-volume, high-complexity environment.
- Coaches, develops, and manages a senior team, including performance management, feedback, professional development, and succession planning.
- Builds scalable processes, operating models, and quality standards that enable consistent delivery across the global firm.
- Promotes a culture of excellence, accountability, responsiveness, collaboration, innovation, and client service.

#### Innovation Integration, Governance & Operational Oversight

- Ensures continuous knowledge exchange between Technology Client Services and the broader AI & Legal Innovation function, including innovation attorneys, vendor management, communications, enablement, and technology teams.
- Translates internal innovation initiatives, technology pilots, vendor developments, and adoption efforts into client-facing messaging and business development opportunities.
- Communicates client feedback, market insights, competitive intelligence, engagement trends, and emerging needs to AI & Legal Innovation leadership.
- Establishes and governs the operating model for Technology Client Services, including intake, prioritization, workflow, documentation, escalation, and feedback loops.
- Ensures client-facing statements regarding AI, legal technology, data, security, innovation, and legal service delivery are accurate, current, risk-aware, and aligned with firm policy.
- Coordinates with Information Security, OGC, Risk, Business Development, and other departments regarding client technology surveys, AI-related inquiries, outside counsel guidelines, and governance-sensitive materials.
- Defines, tracks, analyzes, and reports KPIs and qualitative impact measures for client-facing technology initiatives, including program performance, client feedback, engagement trends, risks, opportunities, and strategic recommendations.

#### **Knowledge, Skills & Abilities**

- Significant technical fluency across legal technology, artificial intelligence, generative AI, data, automation, and emerging innovation capabilities, including the ability to understand practical use cases, limitations, risks, and the art of the possible.

- Strong understanding of law firm business models, legal service delivery, partner and client dynamics, and the ways emerging technologies may affect law firm economics, operations, client expectations, and competitive positioning.
- Ability to translate complex technology and innovation concepts into clear, credible, and compelling guidance for partners, senior business professionals, firm leadership, clients, and other non-technical audiences.
- Strong executive presence, judgment, maturity, and discretion when leading complex, sensitive, or high-visibility conversations involving AI, technology, client expectations, firm strategy, risk, and change.
- Advanced client service, change management, and stakeholder engagement skills, including the empathy and practical judgment to meet clients, partners, and internal stakeholders where they are on their transformation journey.
- Demonstrated ability to lead and develop a senior team while managing high volumes of complex, time-sensitive, and high-visibility work at consistently high standards.
- Excellent writing, messaging, and presentation skills, including the ability to shape persuasive, market-aligned narratives for client-facing, executive-facing, and partner-facing use.
- Ability to synthesize technical developments, client feedback, market trends, competitive intelligence, and internal innovation priorities into actionable strategy and practical recommendations.
- Strong discretion and judgment in handling confidential, sensitive, privileged, proprietary, reputationally significant, and client-facing information.

## Position Specifications

### *Typical Experience*

- Minimum of ten years' relevant experience required; twelve or more years preferred.
- Prior supervisory, team leadership, or functional leadership experience required.
- Experience working in a high-volume, client-facing, executive-facing, or business development-facing environment required.
- Law firm, legal department, legal technology company, consulting, or professional services experience strongly preferred.
- Experience in legal technology, artificial intelligence, innovation, knowledge management, legal operations, or digital transformation environments strongly preferred.
- Experience supporting senior stakeholders, partners, executives, or clients in strategic communications, pitches, RFPs, client meetings, briefings, or comparable engagements strongly preferred.

### *Education*

- Bachelor's degree or equivalent required
- J.D., MBA, master's degree, or equivalent advanced degree strongly preferred.
- Equivalent combination of education and relevant law firm, professional services, technology, innovation, or client advisory experience may be considered.

## 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.

