

Associate Director of Administration – New York

PeopleSoft Job Code / Title: 6950 / Associate Director of Administration
Department / Subdepartment: Office Administration
Organizational Relationship: Reports to the Director of Administration
FLSA Status: Exempt
UCM Level: N/A
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Role Overview

The Associate Director of Administration - New York is responsible for leading the strategy, delivery, and continual evolution of key professional support functions within the New York office. The role oversees Attorney Support Services, Executive Assistant Services, and Early Career Programs, ensuring these functions consistently provide superior support to the firm's attorneys, clients, and business services professionals, and helps advance the firm's commitment to service excellence across other administrative service teams beyond the three core verticals.

The Associate Director serves as the senior leader responsible for ensuring that administrative support services, talent strategies, and workforce capabilities remain aligned with the evolving needs of the business. Working through the leadership teams responsible for day-to-day operations, the Associate Director establishes service standards, promotes accountability, develops future talent, and ensures the delivery of responsive, high-quality support across all areas of responsibility.

Serving as a strategic partner to office leadership, Human Resources, practice leadership, and business services departments, the Associate Director develops and executes workforce and service delivery strategies that support business objectives, strengthen talent pipelines, and position the organization to meet future workforce and client needs. The role is responsible for evaluating support models, identifying opportunities for improvement, and leading initiatives that enhance organizational effectiveness, service delivery, and operational performance.

Through leadership, workforce planning, organizational development, and continuous improvement efforts, the Associate Director fosters a culture of accountability, professionalism, innovation, and service excellence while ensuring the New York office maintains highly skilled, engaged, and adaptable support teams capable of evolving alongside changing business, workforce, and client expectations.

Essential Duties

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

1. Lead the strategy, execution, and continual improvement of administrative support services in New York, leveraging Attorney Support, Executive Assistant, Early Career, and other support models including but not limited to centralized administrative support teams to ensure exceptional service to attorneys, clients, and business services professionals
2. Establish service delivery standards, operating expectations, and accountability frameworks that promote service excellence, operational effectiveness, and a consistent client experience across core verticals

3. Evaluate and enhance support models, staffing approaches, workflows, organizational structures, and service delivery strategies to ensure resources remain aligned with evolving business and client needs across core verticals
4. In collaboration with local and global colleagues within and outside core verticals, provide leadership and oversight for the Attorney Support, Executive Assistant, and Early Career leadership teams, ensuring effective operations, employee development, accountability, and service excellence
5. Partner with office leadership, practice leadership, Human Resources, Business Services Recruiting, and Learning & Development to develop workforce strategies that support business objectives, strengthen talent pipelines, and position the organization for future workforce needs within and outside core verticals
6. Lead hiring, onboarding, training, mentoring, succession planning, and retention initiatives designed to attract, develop, and retain high-performing professional support teams capable of delivering superior service
7. Establish and help implement performance standards, service expectations, and employee development strategies, ensuring leaders effectively leverage coaching, feedback, recognition, corrective action, and career development planning
8. Monitor service levels, workforce effectiveness, employee engagement, and client satisfaction, implementing programs, strategies, and improvements within and outside core verticals as appropriate to address emerging needs and opportunities
9. Lead strategic initiatives and change efforts designed to strengthen organizational effectiveness, modernize support models, improve service delivery, and ensure the organization evolves alongside changing business, workforce, and client expectations
10. Identify opportunities to leverage technology, process improvement, and innovative service delivery approaches to enhance the effectiveness, efficiency, and scalability of support services
11. Manage departmental budgets, resource planning activities, and strategic projects in support of office and firm objectives
12. Build strong partnerships across the firm to promote collaboration, consistency, innovation, and the sharing of best practices
13. Promote and exemplify the firm's commitment to professionalism, client service, inclusion, accountability, and operational excellence
14. Promote effective work practices, work as a team member, and show respect for co-workers

Knowledge, Skills & Abilities

- Exceptional leadership, communication, relationship management, and influencing skills necessary to work effectively with individuals at all levels of the firm.
- Demonstrated ability to build, develop, and lead high-performing teams committed to superior service for internal and external clients.
- Strong workforce planning, organizational effectiveness, operational management, and service delivery expertise.
- Demonstrated success in talent acquisition, employee development, coaching, succession planning, training, and performance management.
- Ability to establish accountability frameworks and performance expectations that drive organizational success and reinforce client service standards.
- Strong analytical, problem-solving, and decision-making skills.
- Ability to balance strategic priorities with day-to-day operational execution.
- Demonstrated success leading change management and continuous improvement initiatives.

- Strong project management and organizational skills with the ability to manage multiple priorities effectively.
- Ability to exercise sound judgment, professionalism, discretion, and confidentiality when handling sensitive matters.
- Advanced proficiency with Microsoft Office applications and other business technologies.

Position Specifications

Work Experience

- A minimum of eight years' progressive leadership experience within professional services, legal services, administration, operations, human resources, talent development, workforce management, or related business services functions.
- Demonstrated experience leading managers and developing high-performing teams.
- Significant experience managing service delivery functions with responsibility for workforce planning, operational effectiveness, talent development, accountability, and customer service.
- Proven success building strong organizational cultures focused on superior support, accountability, development, and service excellence.
- Demonstrated experience leading organizational change and implementing operational improvements.
- Experience partnering with senior leaders on strategic planning, workforce strategy, talent management, and business operations initiatives.

Education

- Bachelor's degree required

Working Conditions and Physical Demands

- All Latham & Watkins positions are in a typical indoor office environment
- May require occasional availability outside normal business hours to support operational and business needs
- Travel may be required

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.