

Attorney Support PROS Senior Coordinator – Workflow

PeopleSoft Job Code / Title:	6802 / Attorney Support PROS Sr Coord
Department / Subdepartment:	Attorney Support
Organizational Relationship:	Reports to Level 4 or above
FLSA Status:	Exempt
UCM Level:	Level 3
Last Updated:	1/31/2025

Department / Subdepartment Overview

Attorney Support is dedicated to enhancing the efficiency and effectiveness of the firm's lawyers by providing comprehensive administrative support. Our mission is to enable attorneys to focus on delivering exceptional legal services to clients by managing the administrative aspect of their practice.

Role Overview

The Attorney Support PROS Senior Coordinator – Workflow is responsible for organizing and overseeing the quality of work and workflow of the PROS team. The PROS Senior Coordinator - Workflow also leverages other support centers as appropriate to ensure excellence in customer service. The senior coordinator maintains positive contact with clients, attorneys, and staff at all times while also acting as a mentor and providing support to the team. This PROS Senior Coordinator – Workflow is an experienced Workflow Coordinator and will not maintain direct attorney assignments, but will support the larger global PROS team.

Essential Duties and Key Responsibilities

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

1. Organizes, assigns, delegates, and coordinates the work of the PROS team across offices to ensure objectives are met in a timely manner; leverages, as appropriate, additional support centers to ensure excellence in customer service
2. Trains new team members and provides ongoing support
3. Counsels and coaches team members around any performance deficiencies and proactively provides growth opportunities
4. Ensures excellence in customer service through implementing continuous improvement strategies from feedback gathered by talking to PROS lawyers and local office management
5. Provides input to mid-year and year-end reviews
6. Responds to employee and lawyer concerns in a helpful and fitting manner, while escalating complicated matters to the appropriate Manager
7. Ensures team tracking of all service requests through real-time work ticketing system (ServiceNow); provides reports to management regarding requests made through ServiceNow
8. Assists with any projects needed by the department or staff
9. Promotes effective work practices, works as a team member, and shows respect for co-workers

Knowledge, Skills & Abilities

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- Leadership skills (i.e., organizing, planning, problem-solving and decision-making) necessary for effective mentoring
- Strong knowledge and proficiency in PC applications required, including word processing, spreadsheet software, and MS Office
- Knowledge of Chrome River, Outlook, Cisco Phone, Intapp, iManage, Foundation, Event Management System, and specific technology as assigned
- Well-developed and professional interpersonal skills; ability to interact effectively with people at all organizational levels of the firm
- Ability to work in a team environment with a customer service focus
- Ability to handle confidential and sensitive information with the appropriate discretion
- Organizational skills and advanced attention to detail needed to manage time well, prioritize effectively, handle multiple deadlines and create accurate work product

Position Specifications

Typical Experience

- Typical years of relevant experience: a minimum of one years' experience in a legal or professional services environment
- Typical years of cumulative experience: a minimum of five years

Education

- High school diploma or equivalent required
- Bachelor's degree or equivalent preferred

Working Conditions and Physical Demands

- Frequently move (e.g., walk) around the office
- Travel, potentially on short notice and including both domestic and international travel.
- Spend extensive time using a computer, including use of a PC keyboard and mouse or similar data input devices
- 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.