

GLODOCS Coordinator

Department: GLODOCS

Organizational Relationship: Reports to the GLODOCS Supervisor

FLSA Status: Non-Exempt

Last Updated: April 18, 2024

General Summary:

The GLODOCS Coordinator is responsible for coordinating department workflow, and in such capacity performs intake of document production work, clarifies instructions, negotiates deadlines, communicates status of jobs, maintains the ServiceNow GLODOCS log, distributes work to Analysts, Specialists and Proofreaders, and assures that deadlines are met.

Essential Duties and Responsibilities:

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

1. Carries out all activities related to management of the flow of work through the department, including but not limited to coordinating the processing and distribution of all document requests coming into the GLODOCS center and clarifying such requests for Analysts, Specialists and Proofreaders as needed; manages emails received in the GLODOCS mailbox and moves requests to appropriate Outlook folders
2. Estimates job duration and difficulty and may negotiate deadlines for projects to assure that agreed-upon deadlines are achievable
3. Ensures accurate and timely completion of assignments and responds to inquiries from customers
4. Creates, revises, formats, and maintains document files at an advanced level in “core applications” such as Word, Excel, PowerPoint, and Acrobat
5. Communicates with GLODOCS staff to ensure that they are on track to meet their deadlines
6. Communicates with customers regarding their work requests
7. Converts documents from one application to another
8. Facilitates proper turnover from one shift to another
9. Evaluates incoming work requests and prepares detailed instructions or delegates to a supervisor to complete intake
10. Escalates customer inquiries and feedback to supervisor when necessary
11. Identifies jobs which are out-of-scope in terms of GLODOCS services, and redirects and/or facilitates the transfer of such jobs to the appropriate team

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12. Identifies areas for improvement within the department and actively participates in the solution
13. Makes appropriate decisions and works with confidence based on those decisions
14. Attends coordinator and department meetings as scheduled and contributes to agenda points
15. Leads global and local staff meetings in order to help team stay current on firm and GLODOCS initiatives
16. Promotes effective work practices, works as a team member, and shows respect for co-workers

Position Specifications

Education

- High School Diploma or equivalent required
- Bachelor's degree preferred
- Microsoft certifications in Word, Excel and PowerPoint

Work Experience

- A minimum of three years' related experience working as a word processor at a professional services organization required

Knowledge, Skills & Abilities

- Ability to understand intricacies of documents and work requests, and leverage that ability into accurate estimation of job duration
- Ability to analyze/troubleshoot issues and implement appropriate solutions
- Ability to evaluate a variety of factors to accurately ensure that demand for departmental services does not exceed capacity to deliver
- Ability to evaluate skills needed for job completion
- Strong knowledge of applications typically used in a legal word processing environment, such as MS Office Suite, Acrobat, Interwoven, ABBYY Finereader, OmniPage, Visio, and other software and hardware necessary to handle tasks that comprise nearly all of the department's workload
- Ability to utilize applications such as Best Authority, Contract Companion, Litera, DocXTools, Publisher, Photoshop, Remote Assistance, and various real estate forms
- Knowledge of other software and utilities as specified from time to time by department management
- Excellent negotiation skills
- Ability to motivate co-workers
- Excellent time-management and organizational skills
- Ability to understand and to communicate instructions
- 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 manage time well, prioritize effectively, and handle multiple deadlines
- Ability to handle confidential and sensitive information with the appropriate discretion
- Ability to develop knowledge of firm templates, macros, and styles

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- Excellent English language communication skills, both written and oral
- Fluency in an additional European language (French, German, Italian, or Spanish)
- Ability to identify correct legal format and terminology
- Knowledge and proper application of proofreading symbols
- Excellent typing and formatting skills
- Excellent attention to detail
- Ability to perform the functions of the role with minimal guidance

Physical Demands

- Extensive time using a computer including use of a PC keyboard and mouse or similar data input devices is required

Working Conditions

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.