

Global Document Services ("GLODOCS") Lead - Workflow

PeopleSoft Job Code / Title: 5460 / GLODOCS Lead
Department / Subdepartment: GLODOCS
Organizational Relationship: Reports to Level 4 or above
FLSA Status: Exempt
UCM Level: Level 3
Last Updated: July 28, 2026

Department / Subdepartment Overview

Global Document Services ("GLODOCS") provides comprehensive document production services for legal staff across multiple software applications including Word, Excel, PowerPoint, Visio and Adobe Acrobat. Specialized services include Proofreading, Translation and Closing Sets.

Role Overview

The GLODOCS Lead - Workflow is responsible for providing high-level, innovative, and creative methods for handling challenging and/or specialized work requests submitted to the Global Document Services (GLODOCS) team. This role is responsible for the department's readiness and ability to provide high-quality and on-time delivery of document services to attorneys, paralegals and legal professionals with optimal customer service. The GLODOCS Lead – Workflow also identifies solutions and training needs by assessing customer requests and evaluating department workflow and completed work product.

Essential Duties and Key Responsibilities

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

1. Coordinates department workflow, intakes document work requests, clarifies instructions, negotiates deadlines, communicates job statuses, maintains the ServiceNow job queue, assigns work to team members, assumes project lead role on complex/multishift requests, and assures that deadlines are met
2. Supports specialized services, such as Proofreading, Translation and Closing Sets
3. Schedules weekend and holiday coverage and acts as point of escalation to leadership
4. Coordinates with other teams and partnerships where overlap exists to develop efficient procedures and communications to streamline processes and satisfy various department needs
5. Promotes effective work practices, works as a team member, and shows respect for co-workers

Knowledge, Skills & Abilities

- Advanced knowledge of applications typically used in a legal word processing environment: MS Office Suite, Adobe Acrobat Professional, iManage, ABBYY FineReader, OmniPage, MS Visio, and other software
- Knowledge of specialized tools such as Best Authority, Contract Companion, Litéra Compare, DocXtools, Snagit, WordPerfect, Adobe Photoshop, MS Publisher, Remote Assistant, and various real estate forms packages
- Thorough understanding of the intricacies of documents and work requests, including troubleshooting for solutions, and ability to leverage this knowledge to write clear and complete job instructions and accurately estimate job durations
- Ability to organize and disseminate information quickly and effectively

- Strong analytical and project leadership skills, including the ability to effectively define problems and identify solutions

Position Specifications

Typical Experience

- Typical years of relevant experience: a minimum of three years experience in a law firm or other professional services firm preferred
- Typical years of cumulative experience: a minimum of five years
- Microsoft certifications in Word Expert, Excel and PowerPoint preferred

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
- Occasional travel, including both domestic and international travel, may be required
- 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.