

GLODOCS Specialist I

Department: Global Document Services (GLODOCS)

Organizational Relationship: Reports to the GLODOCS Supervisor

FLSA Status: Non-Exempt

Last Updated: February 12, 2024

General Summary:

The GLODOCS Specialist I performs a variety of core document support duties such as creating, editing and otherwise manipulating legal documents and other work product for attorneys and staff. At times, they will be responsible for intake of work, clarifying instructions, negotiating deadlines, and communicating status of jobs with customers, GLODOCS Coordinators and/or Supervisors. They record work in the firm's timekeeping system as well as the ServiceNow GLODOCS log.

Essential Duties and Responsibilities:

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

1. Completes various basic-level projects in Word (e.g., creates new documents, formats, generates TOC and TOA, and adds cross-references)
2. Completes various basic-level projects in Excel (e.g., creates new workbooks/sheets, formats cells/tables/rows/columns, and uses simple formulas)
3. Completes various basic-level projects in PowerPoint (i.e., revises slides, inputs/revises text, inserts graphics, and formats/reapplies slide design and layout)
4. Utilizes Acrobat Professional to compress .pdf files, create searchable and non-searchable .pdfs., apply Bates numbering and crop pages as needed
5. Proofreads documents when necessary
6. Converts documents from one application to another
7. Uses core utilities such as OmniPage, Litera Change-Pro and DocX Tools
8. Monitors and responds to departmental mailbox and phones according to established procedures
9. Provides basic troubleshooting via remote assistance
10. Utilizes the Document Management System (DMS) to retrieve, deliver, and manage documents
11. Utilizes ServiceNow to record tasks and otherwise assists with workflow management as needed
12. As needed, performs intake of requests coming into the GLODOCS center, including clarifying instructions, estimating job duration, and negotiating deadlines

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13. Meets and greets and communicates with customers regarding projects
14. Prepares detailed instructions regarding work requests being handed over to team members
15. Takes an active role in keeping current with GLODOCS procedures
16. Assists team members
17. 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 desired
- Microsoft certifications in Word Core, Excel Core and PowerPoint preferred

Work Experience

- A minimum of two years' related experience working as a document specialist at a professional services organization desired

Knowledge, Skills & Abilities

- Basic knowledge of applications typically used in a legal word processing environment, such as MS Office Suite, Acrobat, Interwoven, OmniPage, Visio and other software
- Ability to learn new software and procedures
- 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
- Organizational skills needed 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 Latham & Watkins templates, macros, and styles
- Excellent communication skills, both oral and written
- Knowledge of English and local language (if applicable)
- Excellent language skills including reading, grammar, spelling, and vocabulary
- Ability to identify correct legal format and terminology
- Knowledge and proper application of proofreading symbols
- Excellent typing, document entry and formatting skills
- Excellent attention to detail
- Fluency in English, both written and verbal
- Fluency in at least one additional European language (French, German, Italian, or Spanish)

Physical Demands

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

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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.