

# Global Client Account Services Analyst

**PeopleSoft Job Code / Title:** 5677 / GlobalClientAccountServicesAna  
**Department / Subdepartment:** Global Finance / Billing  
**Organizational Relationship:** Reports to the Global Client Account Services Supervisor  
**FLSA Status:** Non-Exempt  
**UCM Level:** N/A  
**Last Updated:** June 18, 2025

## Role Overview

The Global Client Account Services Analyst serves as a resource for the firm concerning global billing processes, procedures, and policies, while also offering billing operations overflow support to local practice offices. The Analyst stays informed about current procedures and collaborates with the management team to ensure comprehensive training and development of staff on new procedures. Additionally, the Analyst assists with proof of concept and quality assurance testing for new procedures and process improvement initiatives.

## Essential Duties and Responsibilities

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

1. Serves as a liaison between billing attorneys/attorney support and practice office billing staff, offering subject matter expert-level support. Addresses and resolves highly complex and sensitive billing issues.
2. Collaborates with the management team to identify opportunities for implementing process improvements and enhancing efficiencies.
3. Analyzes service-related activities concerning bill management and processing for the firm. Provides recommendations for resolutions based on analysis findings. Addresses inquiries from practice offices and other internal and external customers through various communication methods.
4. Performs quality assurance tasks for the practice offices designed to review the productivity and accuracy of bills and the client service inquiry process. Ensures that responses are appropriately aligned with the firm's policies, procedures, and standards, as well as statutory regulations and guidelines.
5. Visits practice offices to facilitate training and development initiatives, and to implement system or process improvements aimed at minimizing errors and reducing workload-intensive activities.
6. Serves as the firm's 3E Process Expert, collaborating on the design, development, and implementation of training courses. Compiles and provides documentation and feedback for all training programs to ensure successful outcomes.
7. Implements approved policies and procedures to promote the firm's progress and the attainment of its goals and objectives.
8. Provides support for month-end billing overflow, year-end closing, and reporting as needed.

9. Completes projects on various issues as needed.
10. Promotes efficient work practices, collaborates as a team member, and demonstrates respect for colleagues.

**Knowledge, Skills, and Abilities**

- Strong knowledge of 3E Billing system.
- Possesses a comprehensive understanding of the accounts receivable life cycle, from production to collection.
- Exhibits well-developed and professional interpersonal skills, enabling effective interaction with individuals at all organizational levels within the firm.
- Capable of working collaboratively in a team environment with a focus on client service.
- Demonstrates excellent leadership skills, including organizing, planning, problem-solving, and decision-making.
- Proficient in performing mathematical functions such as calculating ratios, with a solid understanding of algebraic formulas.
- Possesses strong analytical skills to accurately interpret and communicate data, as well as analyze and reconcile accounts.
- Exhibits excellent written and oral communication skills to convey complex and detailed concepts to a diverse audience.
- Demonstrates strong organizational skills to manage time effectively, prioritize tasks, and meet multiple deadlines.
- Knowledgeable and proficient in computer applications, including spreadsheet software, with the ability to set up complex mathematical formulas in Excel spreadsheets.
- Capable of handling confidential and sensitive information with appropriate discretion.
- Able to work under pressure to achieve established objectives and deadlines.
- Maintains strong attention to detail and adheres to quality assurance processes.

**Position Specifications***Typical Experience*

- Minimum of five years' progressively complex experience in accounting and billing preferred

*Education*

- Bachelor's degree in accounting, finance or related field required.

**Working Conditions and Physical Demands**

- Frequently move (e.g., walk) around the office
- Spend extensive time using a computer, including use of a PC keyboard and mouse or similar data input devices
- Occasional travel may be required
- 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.