

OGC Manager – Conflicts, Business Intake, Compliance Systems & Data

Department: Office of the General Counsel

Organizational Relationship: Reports to the OGC Director – Business Process, Systems and Data

FLSA Status: Exempt

Last Updated: March 21, 2024

General Summary:

The OGC Manager – Conflicts, Business Intake, Compliance Systems & Data is responsible for monitoring, developing, and managing the daily operations of the conflicts system, the data housed therein, and the functional aspects of the conflicts and new business software workflow, while assuring compliance with all policies and procedures of the firm.

Essential Duties and Responsibilities:

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

1. Monitors and develops best practices and protocols for conflict database management and business intake processes; works with the OGC Senior Manager – Business Intake, the Deputy General Counsel, the OGC Director – Firm Conflicts Management, Innovation, and Processes, and the conflicts supervisory team and team leads to ensure appropriate risk management procedures are in place and being followed, that conflicts database and software policies and procedures are up-to-date and state-of-the-art
2. Participates in software design and development activities for the conflicts and new business software, and coordinates and performs testing of same, and provides recommendations to the OGC Senior Manager – Business Intake, the Deputy General Counsel, the Director of Firm Conflicts Management, and others regarding proposed improvements to same
3. Stays abreast of current and new technologies and market trends and does research and evaluation as to suitability for the firm; works with and makes recommendations to the senior management regarding all functions of the conflicts platform and current projects
4. Ensures the OGC Senior Manager – Business Intake, the Deputy General Counsel, the OGC Director – Firm Conflicts Management, Innovation, and Processes, and the conflicts supervisory team and team leads are kept informed regarding of proposed and actual changes to the software and/or procedures relating to conflict reports, conflict analysis, new business intake, or related functions

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5. Works with the technology team to develop and prepare various reports relating to the functioning of the conflicts and new business intake teams
6. Assists with initiatives within other OGC teams such as Compliance, Contracts Management, etc., with a focus on areas where there are integrations between the conflicts or business intake functions
7. Provides timely resolution of issues and works closely with technology team to troubleshoot software, provide support and problem solving
8. Serves as a Subject Matter Expert across all conflicts and business intake functions and workflows
9. Identifies emerging or existent issues with the functionality of the software or processes or procedures and communicates and/or escalates as necessary to other department managers or the Deputy General Counsel
10. Prepares departmental objectives in accordance with long-range plans and mission statements set by senior management
11. Communicates with attorneys and staff regarding all matters related to department responsibilities
12. Coordinates with other areas / departments of the firm where overlap exists to develop efficient procedures / communications to streamline processes and satisfy various department needs
13. Completes projects on various issues as needed and provides project support including, but not limited to, project management activities, change impacts analysis, design requirements gathering and documentation, test plan development, test coordination and test execution, training development and delivery, and deployment oversight
14. Generates performance evaluations and recommends salary increases, working with Human Capital & Talent to recruit, hire, train, coach, and manage the performance of employees
15. Promotes effective work practices, works as a team member, and shows respect for co-workers

Position Specifications

Education

- Bachelor's Degree or equivalent required
- Four years' relevant experience or an equivalent combination of education and related experience may be considered in lieu of Bachelor's Degree

Work Experience

- A minimum of five years' experience with conflicts or new business systems required
- A minimum of three years' project experience required
- A minimum of three years' law firm or consulting experience preferred

Knowledge, Skills & Abilities

- Knowledge and proficiency in Intapp Open software or comparable conflicts/intake software

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- Knowledge and proficiency in automated workflow tools
- Knowledge and proficiency in project delivery related methodologies and deliverables
- Ability to use independent judgment and discretion when making majority of decisions
- Excellent organizing, planning, problem-solving and decision-making skills
- Ability to balance and reconcile needs of a variety of stakeholders and develop solutions that provide the most optimal outcome
- Well-developed and professional interpersonal skills; ability to effectively interface with attorneys, management, support staff and outside contacts
- Ability to work in a team environment with a customer-service focus
- Ability to handle confidential and sensitive information with the appropriate discretion
- Advanced ability to perceive and analyze problems and develop alternative strategies to solve them
- Strong project management skills including ability to establish an appropriate timeline and manage to deadlines, work efficiently and accurately, meet tight deadlines, and work under pressure
- Knowledge and proficiency in PC applications, including MS Office

Additional Requirements

- Occasional travel may be required

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.