

Research Services Manager - Monitoring Services, US

PeopleSoft Job Code / Title: 7138 / Research Services Manager
Department / Subdepartment: Research Services / Technology & Information Services
Organizational Relationship: Reports to Level 6 or above
FLSA Status: Exempt
UCM Level: Level 5
Last Updated: 9.24.25

Department / Subdepartment Overview

The Research Services professionals provide comprehensive legal, business, and industry information research to attorneys and staff, develop research resources collection, monitor current developments, and provide training on research resources and strategy.

Role Overview

The Research Services Manager – Monitoring Services, XX is responsible for the management of the department's current awareness and monitoring services in various regions. The work involves a mastery of tools and information sources to monitor current developments in news for business and industry, and across Federal and State courts, agencies, legislatures, training of staff and end-users, and active networking across the firm to co-ordinate and harmonize current awareness and monitoring products.

Essential Duties and Key Responsibilities

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

1. Leads department monitoring efforts in the relevant region; creates bespoke monitoring products leveraging multiple tools, technologies and information sources that are responsive to attorney and business services needs
2. Trains Research Services staff to provide monitoring products that minimize the need for human curation in the monitoring process, where possible, by crafting creative and well-tailored underlying search parameters
3. Develops and implements standards and best practices for the delivery of current awareness and monitoring
4. Manages aggregation platforms such as Vable and LN Newsdesk; works with vendors to troubleshoot issues and maintains integrity of the data
5. Works within Technology & Information Services to develop internal solutions such as a current awareness dashboard for attorneys and business services, enabling colleagues to easily discover current awareness and monitoring products and provides a mechanism to self-subscribe
6. Collaborates with Litigation Services and other business services where overlap exists to develop efficient procedures and communications to streamline processes and satisfy attorney and business services needs
7. Works with department leadership on department initiatives and leads projects as assigned
8. Implements department/firm policies and procedures
9. Promotes effective work practices, works as a team member, and shows respect for co-workers

Knowledge, Skills & Abilities

- Advanced legal and non-legal research knowledge and skills
- Ability to develop and lead effective training for departmental colleagues, and other business services staff
- Superior communication skills: ability to work as a team player and interact with diplomacy and tact with people at all organizational levels of the firm.
- Ability to use independent judgment and discretion when making decisions
- Excellent organizational skills needed to manage time well, prioritize effectively, and handle multiple deadlines.

Position Specifications

Typical Experience

- Typical years of relevant experience: a minimum of five year's relevant experience preferred
- Typical years of cumulative experience: a minimum of seven years

Education

- Bachelor's degree or equivalent required
- Master's degree or J.D. preferred

Working Conditions and Physical Demands

- Push, pull, and carry up to 15 pounds
- 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
- 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.