

Senior Collections Coordinator

PeopleSoft Job Code / Title: 8064 / Sr Collections Coordinator
Department / Subdepartment: Office Accounting
Organizational Relationship: Reports to the Senior Accounting Manager
FLSA Status: Exempt
UCM Level: 003
Last Updated: July 9, 2025

Role Overview

The Senior Collections Coordinator plays a critical role in supporting the firm's overall financial health and strengthening client relationships. The Senior Coordinator is responsible for managing practice office accounts receivable (A/R) and contributing to the achievement of the firm's financial targets by providing efficient and commercially-focused service. A key aspect of this role involves collaborating with firm lawyers and staff, establishing relationships to gain insights into clients and matters, monitoring the status of aged invoices, and following up internally or with clients as necessary to ensure timely payment.

Essential Duties and Key Responsibilities

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

1. Establish and maintain strong internal and external client relationships
2. Monitor the office's A/R and actively engages with attorneys, Attorney Support Assistants, Senior Coordinators, Revenue Coordinators and Assistants (the "Revenue team"), and clients to facilitate timely payments, employing effective communication strategies
3. Develop an understanding of the practice office's A/R through regular meetings with billing attorneys, Revenue team, and Attorney Support Assistants/Specialists, and documents this information in the firm's internal inventory management tracking systems
4. In coordination with the billing attorneys and the Revenue team, determine the most appropriate course of action to address aged A/R, collect payment, and reduce collection days
5. Update billing attorneys and Revenue team members on outstanding items that require action and may conduct client outreach on action items as directed by billing attorneys
6. Produce regular and ad hoc financial and statistical information for the Senior Accounting Manager, Finance Committee, practice office leadership, and, as requested, billing attorneys, exhibiting judicious use of financial systems
7. Serve as an escalation point for the Revenue team to guide them or take on more complex or challenging collections issues
8. Mentor the Revenue team members to create and maintain a high quality, punctual collections service for the practice office
9. Promote best practice and discipline of Billed on Account (BOA) and unallocated cash balances, ensuring the timely application against inventory when appropriate
10. Maintain regular communication with the Senior Accounting Manager, Senior Billing Manager, Billing Supervisor, and Revenue team members to assist with team development
11. Develop and implement strategic initiatives to promote best practices in inventory management, aimed at reducing the practice office's total collection cycle and driving revenue

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12. Delegate revenue tasks to Attorney Support Assistants, and Revenue team members, as appropriate
13. Assist with firm inventory campaigns and year-end closing activities
14. Ensure compliance with all processes and systems throughout the revenue lifecycle
15. Promote effective work practices, works as a team member, and shows respect for co-workers

Knowledge, Skills & Abilities

- Excellent verbal and written communication skills
- Ability to build relationships
- Strong technology skills, including intermediate knowledge of MS Office and Excel
- Knowledge of 3E, CMS or similar legal accounting systems
- Ability to work proactively under pressure
- Strong organizational skills
- Ability to manage and prioritize own workload in order to meet deadlines
- Knowledge and understanding of e-billing systems is preferable
- Knowledge and understanding of billing in a foreign currency and associated issues

Position Specifications*Typical Experience*

- A minimum of three years' experience working in a legal or professional services environment including exposure to general accounting practices required.
- Experience with professional services collections strategies preferred.

Education

- High school diploma or equivalent required
- Bachelor's degree in Accounting, or related field preferred

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
- 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.