

Senior Specialist – Revenue Operations

PeopleSoft Job Code / Title: 8130 / Global Finance Sr Specialist
Department / Subdepartment: Global Finance / Revenue Operations
Organizational Relationship: Reports to Level 3 or above
FLSA Status: Non-Exempt
UCM Level: Level 2
Last Updated: March 5, 2026

Department / Subdepartment Overview

The Global Finance department provides comprehensive financial management and strategic support across our global operations. The department ensures the financial health and sustainability of the firm, enabling us to deliver exceptional legal services to our clients worldwide.

Role Overview

The Senior Specialist – Revenue Operations is responsible for coordinating the activities of the billing process and performing complex billing duties. The senior specialist maintains positive contact with clients, attorneys, and staff at all times using discretion, tact, diplomacy, and good judgment. In addition to billing duties, the senior specialist possesses the skills (or will be trained) to support attorneys in all Global Finance capacities when needed. While billing tasks will be the main daily focus of the role, the senior specialist must bring to the role a strong focus on teamwork, and willingness to attend to additional Global Finance tasks.

Essential Duties and Key Responsibilities

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

1. Prepares and analyzes complex client billing requests
2. Creates, edits, and finalizes bills in accordance with firm and client requirements and billing attorney directives; reviews proformas; handles subsequent corrections and e-billing coordination
3. Prepares and finalizes invoices in line with internal and external regulation and legislation including Value-Added Tax (VAT), Criminal Finances Act Solicitor's Accounts Rules, and Money Laundering regulations (as applicable)
4. Ensures successful delivery of invoices and coordinates with revenue and e-billing teams for successful e-billing submission; helps resolve rejections and reductions
5. Generates and reviews proformas from 3E (informational and/or billing)
6. Utilizes computerized billing and payable software modules to complete the billing process/client refunds and research and provide information to customers
7. Proactively seeks knowledge regarding the status of bills (WIP & A/R) and consistently meets firm and client deadlines
8. Performs regular review of matter balances (billed on account/retainer balances, unallocated payments, GBNF/aged items) for resolution and action
9. Processes internal application of funds on account and write-offs, ensuring approvals are obtained and filed
10. Professionally communicates with customers to ensure resolution of outstanding items; updates customers on status of bills as needed
11. Assists with year-end closing activities and reporting as required

12. Works with minimal supervision to solve problems and bypass obstacles; offers alternative solutions when a request cannot be fulfilled or can be fulfilled more efficiently; develops processes that streamline work
13. Liaises with office leadership and billing staff around specific development needs of billing Attorney Support team members; works with billing mentors to create best practices and ensure communication and training; acts as knowledgeable resource for questions and provides ongoing support to colleagues as needed
14. Develops training materials and delivers training for billing Attorney Support team members to ensure all are current with latest practices
15. Provides support to Finance Committee in advance of meetings ensuring inventory status is documented and requests actioned as needed
16. Assists with ad hoc projects and provides overflow support to team members as needed
17. Promotes effective work practices, works as a team member, and shows respect for co-workers

Knowledge, Skills & Abilities

- Superior ability to communicate confidently and effectively at all levels within an organization
- Proven ability to manage own workload and prioritize in order to meet deadlines
- Demonstrated strong technology skills including advanced knowledge of Word, Excel and Outlook
- Detail-oriented, highly organized, and excellent customer service skills
- Knowledge of 3E or Elite

Position Specifications*Typical Experience*

- A minimum of three years' relevant experience in a legal, accounting, finance or an equivalent industry preferred
- Experienced using financial systems preferred

Education

- High school diploma or equivalent required
- Bachelor's degree or equivalent 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.