

SENIOR PRACTICE SUPPORT CLERK

Full-Time | Charlotte Office

ROBINSON
BRADSHAW

Established, large law firm is seeking a full-time **Senior Practice Support Clerk** to support the Practice Support department with analytical thinking and technical legal practice through application development, data processing, information governance, process analysis, and docketing support. The focus of this position is enhancing the capabilities of eDiscovery offerings, our docketing group and our information governance process within Practice Support. This position requires strong interpersonal, organization, time management, and communication skills paired with a dedicated client service mentality. The individual must create and maintain a positive image through interactions with attorneys, staff, vendors, court personnel and the local bar.

Job Functions

- Work closely with docketing team to assist in updating the firm's litigation docket in an accurate and timely fashion
- Help develop more efficient legal processes across the firm
- Assist with the intake and retention of both hard-copy and electronic data
- Assist with scanning and disposition of records according to our retention protocol
- Maintain firm documentation of all ESI received from clients and copies of all outgoing ESI from the firm
- Provide end user support by managing user rights and creating/tracking database usage
- Assist others in practice support with the creation of written best practice guidelines, work flows, and forms to apply within the department or in case/deal management
- Assist case teams with work within various litigation databases and further support various projects along the EDRM lifecycle
- Provide quality control on all aspects of data manipulation and production
- Assist with trial preparation when needed
- Additional tasks as assigned by Director of Practice Support

Core Qualities in a Candidate:

Able to prioritize tasks and perform under tight deadlines; Able to handle stress and high pressure situations
Excellent verbal and written communication and listening skills
Possess sufficient emotional IQ to work effectively with the legal teams
Possess sufficient confidence to notify attorneys if they are missing something important and/or to make recommendations even when not specifically asked
Customer service attitude towards all staff including attorneys, practice support staff and legal assistants when asked to help out with a case or perform a specific task; capable of professionally working with other team members for excellent client service
Extreme attention to detail is required; organizational skills
Ability to strategize, plan and think outside the box
Ownership of work product

Pre-Requisite Knowledge, Skills and Abilities:

1. High school diploma or equivalent relevant experience
2. Minimum of two years of law firm experience preferably as a legal secretary or paralegal familiar with litigation rules and processes
3. Ability to organize and prioritize numerous tasks and complete them under time constraints

4. Ability to create and proofread typed material for contextual, grammatical, typographical, or spelling errors
5. Interpersonal skills necessary in order to communicate in person, by e-mail, and telephone
6. Openness to the occasional need for more than 37.5 hours per week to perform the essential duties of the position, occasional need for irregular hours.
7. Ability to operate standard office equipment such as computers and photocopiers.

Outstanding opportunity for the right candidate, including a full benefits program. Send resume and letter of interest to psachs@robinsonbradshaw.com.

This law firm recruits, hires and promotes for all positions without regard to race, color, religion, creed, national origin, citizenship status, disability, military status, veteran status, marital status, sexual orientation, gender identity, sex, genetic information, age or other protected status. All terms and conditions of employment such as compensation, benefits, work assignment, availability of facilities and privileges of employment are administered on the same basis of equality.