Firm/Company Name:	Ballard Spahr LLP	**Website:**	www.ballardspahr.com
Job Title:	Practice Support Manager, PHL	**Work Option:**	[i.e.: onsite, hybrid, remote, etc.] hybrid
Department/Group:	Office Administration	**Posted By:**	Gina Emery-Duplechan
Location:	Philadelphia	**Travel:**	
Salary Range:		**Position Type:**	[i.e.: full--time, part--time, etc.] full-time
HR Contact:	Gina Emery-Duplechan	**Date posted:**	12/23/2024

How to Apply: (Fax, Email, Mail, Link, etc.):

https://ballardspahr.wd5.myworkdayjobs.com/Ballard_Spahr_LLP

Job Description

Brief Summary:

Ballard Spahr LLP, a national law firm with 15 offices across the United States seeks an experienced professional to be responsible for the management of Legal Administrative Assistants, (LAAs) and Legal Support Assistants (LSAs) who provide administrative practice support services for lawyers in the Philadelphia office. This includes creating and sustaining high functioning teams to support the diverse and changing needs of lawyers and clients. The selected individual will be responsible for the full cycle of its team members, including recruiting, onboarding, training, and performance management.

Why Join Us?

- Innovative Work Environment: Become part of a forward-thinking firm that enjoys substantial support and visibility from the firm's executive leadership.
- Professional Development: Take advantage of continuous learning opportunities and avenues for career growth.
- Diversity, Equity, and Inclusion: Join a Business Resource Group and share cultural, experiential, or job-related interests, experiences, and/or backgrounds.
- Impactful Contributions: Play a pivotal role in developing industry-leading solutions that make a significant difference in legal practice and client service.

Duties:

Your Role:

As a Practice Support Manager, your responsibilities include but are not limited to:

- Managing the orientation, training, and professional development/evaluation and counseling for professional staff. Developing, implementing and evaluating comprehensive staff training and development programs.
- Meeting with lawyers regularly to assess the performance of practice support teams and individual members. Assessing the degree to which lawyers' needs are being met. Assisting in managing lawyer expectations.
- Annually evaluate employees' job performance and conformance to policies and procedures, and recommend appropriate salary increases or other personnel action.
- Providing practice support personnel with guidance in handling difficult or complex problems, and in resolving complaints or disputes.

What We're Looking For:

- Leadership: Able to earn confidence of staff and lawyers while also being a change agent. Must be consistent, firm, fair, and empathetic.
- Client Service: Supports the firm's overall commitment to provide high quality legal services. Listens, understands and responds appropriately.
- Communication: Demonstrates proficiency in both oral and written communications.
- Growth Mindset: Self-motivated with a passion for continuous learning and problem-solving.
- Initiative/Innovation/Motivation: Is proactive, a self-starter and generates innovative ideas, approaches and solutions, especially in process improvements.
- Planning/Organization/Time Management: In measurable ways, effectively organizes practice support teams into high-functioning work units.

Skills/qualifications:

Qualified candidates will have a minimum of five years of progressive management experience in a law firm or similar professional services environment that includes experience in successfully implementing team support models. Direct Support Staff management experience is required and HR experience is a plus. A high degree of proficiency in Microsoft Office (Word, Excel, PowerPoint and Outlook). Bachelor's degree, preferred.

Ready to Grow with Us?

If you are ready to play a vital role in the Firm's success, we encourage you to apply and be a part of our commitment to excellence.

Ballard Spahr is committed to increasing diversity in the legal profession and to supporting the communities where we live and work. People from all backgrounds are valued and integrated into every part of the firm. Diverse candidates including women, people of color, and members of the LGBTQAI+ community, veterans, and individuals with disabilities are encouraged to apply.

The firm is not accepting resumes from search firms for this position.

For immediate consideration, please visit https://ballardspahr.wd5.myworkdayjobs.com/Ballard_Spahr_LLP and apply online.

Ballard Spahr is an equal-opportunity employer committed to fostering a culturally diverse environment. The firm encourages applications from a diverse pool of candidates, and all qualified applicants will receive consideration for employment without regard to race, ethnicity, religion, age, national origin, handicap or disability, citizenship, sex, pregnancy, childbirth or related medical condition, sexual orientation, gender identity and expression, transgender status, sex stereotyping, genetic information, ancestry, veteran status or any other category protected by applicable law.