



Building Service 32BJ Legal Services Fund Job Posting

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| Job Title: | Operations Manager |
| Department: | Legal Services Fund |
| Reports To: | Legal Services Fund Director |
| FLSA Status: | Management - Exempt |
| Job Posted: | December 3, 2019 |

Summary:

The Building Service 32BJ Legal Services Fund provides legal advice and representation to eligible 32BJ members and their dependents across 11 states. The Legal Services Fund is seeking an Operations Manager. The successful candidate will be responsible for managing the administrative operations of the Legal Fund, including analyzing the business processes of the Fund with the objective of identifying and implementing opportunities for improvement and automation. Working with the Legal Fund team and other stakeholders, the Operations Manager will highlight workflows for improvement, construct the workflows to be used by the Legal Fund to optimize our processes and assist in the implementation by the end users on the new workflows.

Essential Duties and Responsibilities

- Create project plans, manage scope, schedule and costs for process improvement/automation efforts.
- Meet with stakeholders and end users to identify, prioritize, understand and document business and technical processes and requirements.
- Analyzes, and recommends improvements in order to improve overall organization performance.
- Studies operational and performance data to identify trends and opportunities for improvement.
- Collect and document business requirements for project and process improvement/automation efforts.
- Facilitate process workflow modeling in order to collaborate on process improvements, automation capabilities and clearly defined end-to-end use cases
- Develops process documentation/workflows outlining current state and future state
- Communicates changes and may provide training to impacted business units
- Review information and trends to ensure that the output of processes are achieving the desired results and that services are meeting agreed upon service levels
- Identify issues and risks, and participates in the problem resolution
- Extracts reports and provide a high-level analysis of data for review
- Assist in developing the Legal Fund's Strategic Plan
- Perform tasks as assigned by management

Supervisory Responsibilities

- Conducting staff meetings
- Maintaining and updating the non-attorney employee manual
- Back-up to Staff Administrator for timekeeping process. Submit, review and approve electronic timesheets.
- Back-up to IT Analyst, including processing of Positive Pay, Escrow, NACHA and ACH systems, in addition to responding to requests made by Auditors regarding Legal Fund files or processes
- Work with Human Resources on recruitment and employee-relations for the Legal Fund, including supervising the training of non-attorney personnel
- Evaluating non-attorney personnel, including consulting with supervisory staff and HR; and making recommendations for corrective or disciplinary action if necessary

Qualifications

The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Experience in business process analysis and design, workflow analysis, and developing future business processes.
- Experience facilitating training and providing coaching in process improvement methodologies
- Strong ability to develop process improvement strategies using operational and performance data;
- Extensive ability to configure workflows using business process management software;
- Excellent MS Office skills including Visio, PowerPoint and MS Project;
- Good understanding of UI design, and systems integration.
- Detail oriented with excellent organization, presentation, critical and analytical thinking, communication, and problem solving skills;
- Ability to plan and take initiatives to accomplish objectives in timely fashion;
- Ability to establish and maintain effective working relationships with project team members, supervisors, and employees from other departments.
- 5+ years of management experience in a law firm or professional services organization.

Education: B.A. in Business Management, Information Technology, Financial Management or similar relevant field; Masters preferred;

Language Skills: Speak, read, write and understand English

Reasoning Ability: High

Certificates, Licenses, Registrations: None

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals to perform the essential functions.

- Under 1/3 of the time: Standing, Walking, Climbing or Balancing, Stooping, Kneeling, Crouching, or Crawling
- 1/2 to 2/3 of the time: Sitting, Reaching with Hands & Arms
- Over 2/3 of the time: Talking or Hearing
- 100% of the time: Using Hands

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Candidates may submit their cover letter and resume to jobpostings@32bjfunds.com prior to closing date. Only those candidates under consideration will be contacted. No phone calls, please.