# Firm/Company Name Ballard Spahr LLP

(Send copy of firm logo for posting)

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| **Job Title [Position]:** | Practice Support Manager | **Job Category:** | Practice Management |
| **Department/Group:** | Administration | **Posted By:** | Gina Emery-Duplechan |
| **Location:** | Center City Philadelphia | **Travel Required:** | N/A |
| **Level/Salary Range:** | Negotiable | **Position Type:** | [i.e.: full-time, part-time, etc.] full-time |
| **HR Contact:** | Gina Emery-Duplechan | **Date posted:** | 11/21/2022 |
| **Reports to:** | Director of Office Administration | **Posting Expires:** | [i.e., 30-days] 60 days |

**Applications Accepted By:**

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| **Fax or E-mail:**<br>215.525.5096<br>**Attention:**<br>Gina Emery-Duplechan | **Mail:**<br>1735 Market Street<br>Philadelphia, PA 19103 |

**Job Description**

**Brief Summary:**

Ballard Spahr LLP seeks an experienced professional to be responsible for the management of administrative practice support services for fee earners provided by LAAs and LSAs in the Philadelphia office. This includes creating and sustaining high functioning teams to support the diverse and changing needs of fee earners and clients. The manager will assist in establishing firm-wide best practices and ensure the delivery of effective, efficient, and team-oriented support to lawyers and clients. The selected individual will be responsible for the full life cycle of its team members, including recruiting, onboarding, training, and performance management.

**Duties:**

The Practice Support manager will undertake a range of tasks and responsibilities that include but are not limited to:

* Preparing gap analysis of practice support needs and improving efficiency and effectiveness through process engineering and employment of industry best practices.

* Making recommendations to management regarding staffing.

**Skills/qualifications:**

Strong leadership, negotiation, problem solving and interpersonal skills are essential to be successful in this position. Must be an effective communicator with excellent speaking and writing skills and possess strong financial, analytical and project management skills.

*[NOTE: Attach separate sheet(s) as necessary with the complete job description ]*