

The Stevens & Lee Companies

Job Description: Support Staff Manager

Powerful Partnerships. Standout Solutions.

Stevens & Lee is a 200-plus lawyer full-service law firm representing clients throughout the Mid-Atlantic, New England and across the country from 18 offices in New Jersey, Pennsylvania, New York, Rhode Island, Delaware and Florida. The firm is the cornerstone of [The Stevens & Lee Companies](#), a platform of affiliated professional service firms that provide a full range of legal, investment banking, financial advisory, insurance risk management, public affairs and government consulting services.

Job Overview

The Support Staff Manager is a regional role managing legal support teams in multiple offices. This position reports directly to the Director of HR and can be based in any of our offices.

Key Responsibilities: *(responsibilities include but not limited to)*

- Supervise, train, and evaluate administrative staff, including receptionists, legal assistants, and paralegals
- Coordinate work schedules and manage time-off requests and approve timesheets
- Conduct regular team meetings, one-on-one check-ins, and performance evaluations
- Foster a positive and professional work culture
- Ensure team members adhere to all Firm policies and procedures and expeditiously resolve concerns
- Manage legal assistant assignments and staff/attorney ratios, workflow, and backup/overflow support
- Identify training needs and opportunities for professional growth
- Address and resolve employee conflicts and concerns in a fair and timely manner
- Ensure support services are aligned with attorney needs and firm protocols
- Serves as the liaison to the Human Resources Department
- Develop standard work procedures

Qualifications:

- Strong background experience at a law firm preferred
- Polished verbal and written communication
- Highly organized and detailed oriented
- Ability to clearly and efficiently communicate and collaborate with others
- Ability to maintain confidential information
- 5+ years of experience managing legal secretaries in a law firm, preferred
- Proven experience managing large teams (15+ direct reports)
- Proficiency in Microsoft Office (Word, Outlook, Excel, and PowerPoint)
- Ability to travel to other offices, as needed.
- Experience with document management platforms
- Excellent communication, leadership, and problem-solving skills
- Prior experience as a legal secretary/paralegal is a must

Interested candidates should submit a resume and cover letter to: jobs@stevenslee.com.

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

Job Type:

Full-Time- 40 Hours/week

FLSA Classification:

Non-Exempt

Reports To:

Director of Human Resources

In compliance with federal and state equal opportunity employment laws, The Stevens & Lee Companies is an affirmative action/equal opportunity employer and does not discriminate in regard to race, color, national origin, religion, disability, age, or gender.