Date Posted: 08/10/17

Records Manager-Law Firm

DTI LLC
Washington D.C., US

Salary: Not stated
Status: Full-time
Posted: 08/10/17
Deadline: Not stated

Position: Records Manager-Law Firm

Position Description:
DTI is currently seeking an experienced, articulate, well organized, and customer service focused Legal Records Manager for one of our locations in downtown Washington, DC. We are seeking a Records Professional with 5+ years of experience managing a records center for a large law firm. This position will provide strategic leadership at the site level to ensure that the client is receiving the optimal level of service in support of receipt, arrangement, storage, and safeguarding of records.

Position Responsibilities:
• Interpreting a variety of instructions furnished in written, oral diagram, or schedule form.
• Strong project management skill set.
• Oversee quality audit programs. Prepare ongoing workload reports.
• Effectively presenting information and respond to questions from supervisors, clients, customers and employees.
• Solving problems and focusing on solutions.
• Coaching and developing team of records clerks.
• Maintaining exceptional customer service orientation at all times.
• Overseeing the day to day site operations.
• Maintain constant communication with staff. I.e., Weekly, Bi-weekly (staff meetings). Regularly scheduled staff meetings are mandatory.
• Interpreting and ensuring consistent application of organizational policies.
• Carrying out administrative responsibilities for all offices.

**Required Qualifications:**

• 5+ years working within the legal industry.
• Comprehensive understanding of records management software applications (i.e., LegalKEY, ARM (FileSurf)), WorkSite Records Manager (WSRM), archival administration and industry terminology.
• Proven business management skills, encompassing tactical and strategic thinking.
• Proven change management and consensus building skills.
• Strong written/oral communications skills.
• Excellent interpersonal skills and customer service/client service skills.
• Proven track record in leading, training and developing staff.
• Excellent resource management and coaching skills.
• Excellent time management, organization and prioritization skills.
• Flexibility in supporting evolving business needs.
• Demonstrated ability to work collaboratively, independently and under pressure.
• Demonstrated ability to provide top-level service in the time frames demanded by client personnel.
• Ability to handle multiple tasks and prioritizes efforts effectively.
• Experienced in collecting metrics and driving productivity expectations.
• Bachelor’s Degree Required, CRM a plus

**Closing Date:** Not stated