

## KLEIN HORNIG LLP - JOB DESCRIPTION

Klein Hornig is a mission-driven law firm of approximately 40 lawyers specializing in representing non-profit and for-profit real estate developers, investors and public finance agencies in structuring and closing complex, tax-regulated affordable housing and community development transactions. Additional information about the firm is available at [www.kleinhornig.com](http://www.kleinhornig.com).

We are seeking an experienced professional to manage the firm's legal and administrative support roles, HR functions and the day-to-day operations of the firm's two offices. This is a senior-level position that will work closely with firm leadership to develop and implement key firm and office initiatives and foster a collegial, productive work environment for all.

### **Job title**

Firm Administrator

### **Location**

Washington, DC

### **Role**

The Firm Administrator will manage and be accountable for the delivery of outstanding support to the firm's lawyers and clients and the smooth operation of the firm's offices. They will accomplish this via the day-to-day management and professional development of legal and administrative support staff, oversight of office operations, administration of business processes in line with firm policies and collaboration with senior management and operational peers. In addition, they will manage and be accountable for the firm's human resources function relating to all constituencies (partners, other attorneys and staff), and the systems and personnel that support it.

### **Reports to**

Executive Director

### **Supervises**

- Operations and Boston Office Coordinator
- Payroll and Benefits Specialist

### **Responsibilities**

#### Staff Management & Development

- Invigorate the support staff profile, role and responsibilities within the firm by proactively engaging with attorneys, other administrative department managers and support staff members to understand client-facing business practices and support needs; lead the support staff cohort and organize the delivery of administrative support to meet those needs.
- Supervise the day-to-day experience and performance of legal and administrative support staff, including assignments, workflow, workplace harmony and time & attendance.

- On an ongoing basis, assess individual staff skills, evaluate performance, provide feedback and develop training plans.
- Manage employee relations issues -- grievance processing, coaching, discipline, verbal and written warnings, Performance Improvement Plans (PIPs), terminations, and file documentation.
- Manage annual non-attorney staff performance evaluation process.
- In collaboration with appropriate functional areas of the firm:
  - Develop and implement substantive staff training curricula/programs.
  - Develop learning solutions, including identifying external vendors as needed for staff training.
- Coordinate ongoing skills training as well as local support for both operational and HR issues (with specific “go to” persons).
- Manage all aspects of the recruiting process for staff, including job descriptions, compensation planning, staffing agency relationships and interviews.
- Serve as the lead for all support and staff training issues that arise in both offices; work cross-office, cross-functionally and collaboratively with managers and peers to deliver solutions.

### Office Operations

- Ensure access to IT and computer application help desk functions.
- Establish and implement policies and procedures to ensure the security of each office and its contents, including office access, fire and hazard prevention and storage.
- Coordinate maintenance of physical plant, office equipment, furniture and supplies, optimizing office equipment and office services offerings and ensuring that vendors provide high quality service on a timely basis (e.g. attendance to service calls).
- Assure organized and efficient reception and mail/courier services.
- Coordinate office events, client visits and conference room conditions.
- Collaborate with operations leaders throughout the firm to ensure consistent policies and service offerings in both offices.
- In collaboration with Finance Manager, develop and monitor office expense budgets and coordinate and monitor finance activities in the DC office (billings & collections, attorney timekeeping, expense processing, etc.)

### Human Resources

- Manage the human resources function firm-wide, through the adoption and maintenance of appropriate business processes and systems and supervision of the Payroll & Benefits Specialist.
- Participate in the development and implementation of administrative onboarding processes and business operations training requirements for staff and attorneys joining the firm.
- Manage requirements and delivery of all compliance training (relating to cybersecurity, anti-discrimination, labor laws, firm policies, etc.) firmwide and assist with the development of the firm’s Diversity & Inclusion policies and program.
- Ensure that all new hires receive onboarding and basic office procedures/systems training.
- Manage administration of payroll and benefits:
  - Maintenance of personnel records and information.
  - Delivery of timely and accurate payroll.
  - Oversee benefits open enrollment; throughout the year liaise with personnel regarding benefits offerings; ensure compliance with all government rules and regulations and reporting deadlines.

- On an ongoing basis, review, revise and implement firm policies that reflect and address firm needs and market trends and assure compliance with requirements of employment law; enforce firm policies and procedures and recommend changes for management consideration as appropriate.
- Explore practices, systems and methods (including third-party applications) that can be adapted and/or adopted in order to drive greater operational efficiency and effectiveness and instill a culture of continuous improvement.

### **Skills, qualifications and experience**

- Bachelor's degree required, advanced or professional certification preferred (i.e. SHRM certification).
- 7+ years of progressive responsibility within the area of Human Resources within a law firm or professional services firm required.
- 7+ years of management/supervisory experience within a law firm or professional services firm required.
- Outstanding organization and project management skills and a track record of producing work of a high quality with minimal oversight.
- Demonstrated ability to multitask and meet deadlines in a fast-paced environment.
- Superior written and verbal communications skills and proven ability to be fair, even-handed and navigate interpersonal conflict.
- Ability to collaborate and establish rapport with colleagues to work as a team while respecting cultural, social and academic diversity.
- Working proficiency in HR systems/software, MS Office and analytical tools.

### **Personal qualities**

- Strong personal sense of integrity and upholds exemplary quality standards
- Concern for and humanity toward others, coupled with expectations of high performance
- Takes responsibility and initiative, and anticipates issues
- Demonstrates composure when dealing with difficult situations and is respectful of others