

The law firm of Thompson Hine has a rich history, a rewarding present, and a promising future. Founded in 1911, Thompson Hine is an AmLaw 200 firm with approximately 400 lawyers and offices in seven cities.

We are seeking to fill a Conflicts and Business Intake Manager position within our downtown Cleveland office. The primary responsibility of this position is to manage all aspects of the Conflicts and Business Intake personnel within the firm, provide training, reviewing and analyzing requested conflict surveys for accuracy, overseeing the assignment of client and matter numbers, performing necessary data changes in the system, responding to the requests for information from attorneys, publishing regular reports, and monitoring the workload of personnel on the Business Intake team.

The duties and responsibilities for this position will include:

- Responsible for running conflict reports and then analyzing the results to identify potential conflict situations in accordance with the guidelines established by the Rules of Professional Conduct and the Firm. As appropriate, assisting in conflict resolution which may include preparation of conflict waivers and/or ethical screens.
- Establishing new procedures for analysis of conflicts of interest searches and in the Business Intake area. Evaluating and improving processes, procedures and technological advancements to provide optimal client service and efficiency.
- Responsible for supervising staff as well as workflow and ensuring proper prioritization of work. Ensures analysis is completed in a timely manner. Also preparing statistics on quantity and quality of work performed, identifying trending and recommending methods for improvement of those quantitative measures.
- Responsible for developing and maintaining up-to-date Conflict and Business Intake procedures and manuals for staff.
- Managing the lateral attorney integration process, working closely with recruiters, lawyers, and candidates to vet all conflicts and ensure a smooth transition into the firm.
- Conducting performance appraisals of employees within Conflicts/Business Intake team and manages employee time card sign-off and approvals.
- Responsible for training new hires within the team and responsible for identifying additional training needs and requirements within the team and working with Associate Director of Business Intake to implement training.
- Monitoring all day-to-day activities of Conflicts and Business Intake staff assigned to the office, balances and prioritizes department workload.
- Organizing and leading ALAS application renewal on an annual basis.

Experience:

- Bachelors Degree; Paralegal Certification or J.D. preferred.
- Five to seven years of law firm Business Intake experience.

- Previous experience in Conflict and the Elite billing system preferred. Knowledge of conflict of interest principles should include the ability to define relationships and related parties within the Conflict of Interest system
- Previous experience with electronic workflow processes (Metastorm) preferred.

Qualified candidates will be a team player and have the ability to maintain a rapport with other co-workers and legal staff, including Partners and Associates.

Thompson Hine offers a great work environment and a competitive compensation and benefits package.

For confidential consideration, please send resume and salary requirements to Thompson Hine LLP, Attn: Human Resources, 3900 Key Center, 127 Public Square, Cleveland, Ohio 44114-1291 or e-mail to HR@ThompsonHine.com.

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