



JOB TITLE: Records/Office Services Specialist
DEPARTMENT: Records Management/Administration & Office Services
REPORTS TO: Records Manager/Office Services Supervisor
STATUS: Non-Exempt
LOCATION: Boston

Job Summary

Under the direction of the Records Manager and Office Services Supervisor, coordinates Records Management processes and projects and general Office Services tasks. Consistently demonstrates a "can-do" and positive attitude.

PRINCIPAL DUTIES AND RESPONSIBILITIES

Records:

- Assists with proactively supporting Firm-wide Records Management initiatives.
- Provides quality service to internal members and departments of the Firm as well as external clients and vendors by displaying professionalism in communications in writing, by telephone, and in-person. Actively encouraging an atmosphere that rewards a "can do" attitude.
- File Creation, Tracking and Circulation to ensure all incoming and outgoing records are completed within a timely manner.
- Maintains the efficiency of the Active Fileroom by coordinating with onsite Firm personnel to determine if files can be sent to storage. Shifting files as needed to increase space allowance for newly created files.
- Works to ensure the efficient operation of the department including troubleshooting; providing guidance and training to Firm personnel.
- Assists Records Manager with records database administration including testing, data clean up, and troubleshooting.
- Coordinates the clearance of files from case rooms with Firm personnel.
- Assists with orientation for new attorneys, paralegals, and Legal Executives Assistants concerning the Records Management program and procedures.
- Coordinates with attorneys departing the Firm to determine the status of active and inactive case material as well as coordinates the transition of files for "client releases".
- Coordinates with attorneys joining the Firm to ensure a smooth transition of records.



- Travels to other firm offices as needed for projects and overflow work.
- Assumes additional responsibilities / projects as assigned.

Office Services:

- Sorts and delivers daily mail deliveries.
- Processes print and copy jobs as needed.
- Runs mail meter equipment.
- Interacts with outside agents, such as courier companies and vendors.
- Assists with conference room, office and furniture setups and moves (moving tables, chairs, and office furniture).
- Assumes additional responsibilities / projects as assigned.

QUALIFICATIONS

- Minimum of three years' experience in Record Management, preferably in a law firm.
- College degree preferred or equivalent experience which is clearly related to the duties and skills described.
- Ability to work effectively with minimal supervision in an atmosphere of multiple projects, shifting priorities, and deadline pressures.
- Strong interpersonal skills required to work effectively with people at all levels of the Firm as well vendors. Must be able to work independently and part of a team.
- Must project a professional demeanor, effectively represent the Firm, exhibit sound judgment and maintain confidentiality.
- Superior attention to detail, problem solving capabilities, strong organizational and multi-tasking skills. Must show initiative and be willing to take ownership of projects.
- Available to work before and after normal working hours as necessary in order to meet the demands of the job and needs of the Firm.
- Ability and willingness to lift a minimum of 50 pounds.

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