



AutoReqId: 6887BR

Common Job Title: Project Manager

Primary Work Location: VA, Mc Lean

Employee Classification: Regular Full-Time

Job Description

General Summary:

Client Services Manager ensures client satisfaction by applying client management skills to meet all Service Level Agreements (SLAs) and for implementing tactical and strategic plans to address all aspects of the discovery process.

Successful candidates are ambitious team players who are passionate about business and can proactively manage and resolve high-stress situations. This position requires a person who is: a creative thinker; client focused; able to build meaningful relationships; self-motivated; and flexible and adaptive.

- **Client Management**

- Act as main point of contact for client, providing day to day support
- Develop and maintain client relationships
- Coordinate and oversee client support activities and projects involving vendor, client and other related parties.
- Act as liaison between legal clients and technical teams, translating client requests into technical terms

- **Project Management**

- Manage short to mid-term projects focusing on process improvement, documentation, and data analysis

- **Consulting**

- Assist team in implementing and customizing client solutions; perform necessary quality assurance and beta testing of practice technology tools.
- Work with clients and development teams to understand and improve business processes and technical systems
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Requirements:

- Bachelors degree required
- 2+ Years experience in a professional services role
- Excellent verbal and written communication skills and the ability to conceptualize and

- communicate to non-technical audiences
- Experience in setting priorities and concurrently working on multiple tasks within aggressive timelines and deadlines
- Strong team-oriented player also capable of working independently and taking ownership of projects without prompting
- Strong proficiency with standard desktop applications and internet browsers, as with MS Office Suite, with an emphasis on very strong Excel skills

Preferred:

- Experience in the legal services industry
- Consulting experience
- Advanced degree
- Knowledge of eDiscovery and the EDRM lifecycle