Position Description

POSITION TITLE: Director, LegalFuel Practice Resource Center

REPORTS TO: Division Director - Programs

SUPERVISES THE FOLLOWING POSITIONS: Senior Practice Management Advisor; Practice Management Advisor; LRS Specialist; Program Specialist; and LRS Clerks

SUMMARY FUNCTION: Serves as the Director of LegalFuel The Practice Resource Center (PRC) of The Florida Bar. LegalFuel PRC is the department responsible for law office/practice management and technology education and resources for the members of The Florida Bar. Provides guidance, information resources, and general assistance to Florida Bar members, and their staff, regarding all areas of law office management and law practice management, including technology used or suited for a legal environment. Produces content including, but not limited to, articles, blog posts, podcasts, white papers, educational programming, and CLE materials and presents educational programming on law practice management, law office management, law firm technology, and other administrative management matters relative to law office/practice management and technology in the law office. Manage The Florida Bar Lawyer Referral Service and Lawyers Advising Lawyers programs.

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<th>% of Time</th>
<th>Essential Duties and Responsibilities</th>
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<td>Provides timely, informative assistance, solutions, and recommendations to Florida Bar members, law office staff, and others (e.g., bankers, law school professors, etc.) in response to e-mail, telephone, and other inquiries relating to all areas of law office management, law practice management, case management, risk management, and specific law office management principles and techniques, including law firm economics; financial management; trust accounting; human resources management; recruiting; communications; paralegal utilization guidelines; facilities management; purchasing, records information management; marketing; technology management; legal research methods and library management; structure and governance of law offices and law firms; law firm strategic planning, law firm start-ups, mergers, acquisitions and dissolutions, and general law office management.</td>
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<td>Create and maintain a current, comprehensive list of law office technology, tools, and resources on the program website. The web presence should include a variety of shareable electronic tools, web-based archives of articles, white papers, blog posts, podcasts, educational programming and resources that can be easily located and used by Bar members.</td>
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<td>Manages the department responsible for law office/practice management and technology, including supervising department personnel and program workflow, budget preparation process, monitors income and expenses, handles personnel issues, reviews and approves budgeted expenditures. Liaisons with other Florida Bar personnel in the Lawyer Regulation Department, Ethics Department, Center for Professionalism, Professional Development, section administration, committees, and other functional departments of the Bar. As directed, assists the Programs Division Director on Member Benefits, Board Technology, or any other Bar project/issue.</td>
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<td>Develop and produce, from within departmental resources, useful products such as recorded law practice management/law office management/technology educational programs, articles, white papers, podcasts, blog posts, legal tools, and checklists and forms for members on law office management and law practice management. Monitors and updates program website content to ensure it is current. Maintains and applies upgrades to the program web page in coordination with bar staff.</td>
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<td>Research, review and maintain familiarity with a wide variety of historical and new information relating to law office management, law practice management, and law-related technology including ethics and professionalism information, data on law practice technology options, marketing, case management, law firm economics, records information management, and general law office management. This is accomplished through an on-going combination of reading, research, writing, polling sources, course participation, and working third-party vendors in the law practice management and legal technology space.</td>
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<td>Manages The Florida Bar Lawyer Referral Service and Lawyers Advising Lawyers programs, including supervising department personnel and program workflow, budget preparation process, monitors income and expenses, handles personnel issues, reviews and approves budgeted expenditures.</td>
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<td>Serve as a speaker, presenter, panelist at Bar-sponsored programs / events and recorded programs.</td>
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<td>Create and maintain an active network of professional resources in the legal marketplace, and beyond, involved in all aspects of law office management, law practice management, and law office technology, including the ABA-LPM PMAs of North America (the ABA Law Practice Management Section sponsored network of Practice Management Advisors residing in other state, provincial and specialty bars), the Association of Legal Administrators, and a working familiarity with others associations such as paralegals (PAF), human resources professionals (SHRM), and records information managers (ARMA).</td>
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<td>Serve as the staff liaison to the Standing Committee on Technology or work closely and directly with a designee to ensure exceptional staffing of the committee.</td>
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<td>Other duties as assigned.</td>
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Non-Essential Duties and Responsibilities:

**KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED FOR THE POSITION:**

**Knowledge of:**
- Law office management principles and techniques, including law firm economics; financial management; trust accounting; human resources management; recruiting; communications; paralegal utilization guidelines; facilities management; records information management; marketing; technology management; use of technology in a law office environment; legal research methods and library management; structure and governance of law offices and law firms; law firm retreat planning, law firm start-ups, mergers, acquisitions and dissolutions, and general law office management.
- Best practices and trends in law office and law practice management and use of technology in a law office environment.
- Budgeting processes
- Seminar/program course development, production and presentation
- Commonly used equipment, software, vendors, products, and service providers in the legal marketplace

**Skilled in:**
- Law office management and advanced technology and operations management
- Supervisory principles and practices
- Team-building skills
- Excellent time management and organizational skills
- Excellent communication skills, both oral and written
- Public speaking
- MS Office applications including Outlook, Word, Excel and PowerPoint
- Software applications commonly in use in the legal marketplace such as document management systems, case management systems, and law firm financial management systems
- Internet-based research

**Ability to:**
- Interpret policies, processes and procedures
- Learn The Rules Regulating The Florida Bar and The Florida Bar Ethics Rules
- Think logically, troubleshoot
- Effectively help members reach solutions to law office management issues
- Organize and prioritize work
- Communicate effectively and professionally, both verbally and in writing
- Develop written communications, management forms and checklists, reference guides, articles for publication, and numerous reports
- Develop both short-term and long-term action plans
- Demonstrate initiative
- Tactfully manage difficult situations
- Professionally serve the members of The Florida Bar
- Consistently provide an excellent service-oriented attitude
- Operate well under pressure, individually and in a team environment
- Maintain a high level of confidentiality and discretion
- Use sound independent judgment
- Multi-task known deadlines while giving timely response to daily incoming telephonic and e-mail requests for law office management and practice management assistance
- Some travel required

**MINIMUM EDUCATION AND WORK REQUIRED FOR THE POSITION:**

**Required Minimum Education:**
Bachelor's Degree in a business related field (proof of degree required at interview).

**Required Minimum Professional Work Experience:**
Five (5) years of direct experience in law office management/legal administration and/or advanced technology knowledge, experience and operations management, with at least one (1) year supervisory experience.

**Required Licensure Certification(s):**

**Other Job Related Requirements for the Position (e.g., work schedule, physical and mental requirements, language requirements, overtime, travel, use of equipment/machines, etc.):**
- Advanced knowledge of law office management and law practice management and/or advanced technology knowledge and experience and operations management, and intermediate, or higher, facility with law office related technology applications, including the use of technology in the law office.
- Ability to sit for long periods of time, hear and converse over the telephone, and key/work frequently on a computer.
- Ability to lift 5 to 10 lbs.

Additional Information:

This job description is not a contract for employment and The Florida Bar reserves the right to make any necessary revisions on the job description at any time without notice.