

Coordinator, Process Improvement and Project Management

Lenczner Slaght is widely recognized as Canada's leading litigation firm. Focusing exclusively on litigation and advocacy our lawyers represent a diverse range of clients from commercial disputes and class actions to cross-border matters and professional regulation. We are currently seeking a Coordinator, Process Improvement and Project Management to join our team.

Under the leadership of the Managing Director, Strategic Planning the primary responsibilities will involve coordinating the execution of a range of programs to support the deployment of project management best practices throughout the firm, coordination of large scale firm projects as well as process improvement.

The role will involve liaising with all areas of the firm under the direction of the Managing Director, Strategic Planning. While a proactive approach to the role is encouraged, there is a reactive component as well and in turn a requirement to be flexible and adaptable.

Responsibilities:

Project Management

- Provide primary support in the refinement and evolution of the firm's project management function.
- Apply project management best practices and utilize and/or test project management tools to provide input on and set an example as project management rolls out further
- Administer and provide support with projects or components of large scale projects by collecting information, coordinating meetings, preparing presentations and communications such as meeting agendas and follow up emails
- Assist in development of project plans and budgets the track against those plans and budgets and help to report back
- Serve as the central coordinator with internal stakeholders and vendors to maintain momentum of project execution

Process Improvement

- Provide support to the firm's continuous process improvement program, which focuses on client service, legal service delivery and general business processes
- This includes, but is not limited to, preparing current and future state process maps and various metrics to evaluate the degree to which a proposed change will be better, faster and/or cheaper and is actually implemented
- Coordinate data collection plans and align metrics
- Coordinate time studies to analyze workflows and identify inefficiencies
- Support stakeholder assessment to help gauge readiness for change and collect relevant process improvement insights

- Support planning and facilitation of process mapping
- Identify opportunities for enhancing matter management processes

Software Evaluation

- Play a central role in coordinating and gathering input regarding various software products

Research

- Conduct research and analysis into current state processes to identify opportunities for improvement.
- Conduct audits to evaluate and report on progress and areas for improvement.
- Perform analysis of data gathered to report on progress and areas for improvement.

Administration

- Advancing projects and programs involves providing administrative support such as scheduling meetings and booking boardrooms
- Very infrequently, the role may involve preparing cheque requisitions, couriering packages, printing, scanning, photocopying, etc.

Overall, Proactively Drive Implementation

- Under the direction of the Managing Director, Strategic Planning, operating as a team plays a key role in driving projects and programs forward keeping all stakeholders on track. This includes following up in person and via email, booking meetings, helping to set agendas, capturing key decisions and actions then consistently following up with stakeholders to ensure execution as discussed

Desired Skills and Experience:

- Post-secondary education in business or engineering
- Experience or training in at least one of process improvement (Lean Sigma), change management or project management is preferred
- Strong analytical skills and affinity for data and numbers
- Highly proficient in MS Word, Excel, PowerPoint
- Tech savvy with ability and interest in quickly learning a variety of software programs
- Strong writing skills

Desired Characteristics and Traits

- Interest in and/or knowledge and experience with basic Lean & Six Sigma concepts and workflow analysis
- Very organized
- Quick to learn
- Positive attitude

- Team player
- Ability to multi-task
- Detail oriented
- Strong business acumen
- Strong analytical skills and a high degree of comfort with data and numbers
- Strong written and verbal communication skills
- Adaptable and flexible
- Proactive and driven to learn and grow in the role

Qualified Candidates are asked to submit their cover letter and resume to Barbara Russell (Director, Human Resources) at brussell@litigate.com

Lenczner Slaght invites applications from all qualified candidates. We are committed to employment equity and diversity in the workplace. Accommodation will be provided in all parts of the recruitment and hiring process.

*Please direct all requests to:
Barbara Russell
Director, Human Resources*