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## Job Description

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**Job Title** Word Processing Supervisor

**Department** Word Processing

**Reports to** Word Processing Manager

**Exempt/Non-Exempt** Non-Exempt

**Work Schedule** Monday: 7:00 a.m. to 7:30 p.m.  
Friday: 12:30 p.m. to 1:00 a.m.  
Saturday: 7:00 p.m. to 7:30 a.m.

The Word Processing Supervisor is responsible for direct supervision of a team of word processors, document specialists, distribution assistants, electronic bound volumes operators, and proofreaders. Work involves coordinating and delegating word processing work assignments received from New York and 9 offices worldwide to members of the Word Processing team. The Word Processing Supervisor is also responsible for performing other essential administrative functions such as implementation of policies and procedures, records management, and work performance evaluations. In addition, after hours, the Word Processing Supervisor supports other departments such as Conflicts, Computer Support, Graphics, Reception, and Travel.

**Essential Duties and Responsibilities**

Typical responsibilities include, but are not limited to, the following:

- Accommodate all word processing work requests, taking into consideration assigning the work to the appropriate staff and monitoring the work throughout the shift in an effort to meet critical deadlines
- Provide guidance to staff on how best to complete assignments with hardware/software available at the firm
- Troubleshoot problematic documents
- Record all work request information into the electronic log
- Ensure that each shift is staffed accordingly to provide Word Processing Center, Minicenter, Distribution Center, Electronic Bound Volumes, Proofreading, and special project coverage
- Read and acknowledge incoming email requests and prepare

- routine correspondence in a timely manner
- Answer telephone calls and give information to callers, assist with work requests, and route calls to the appropriate contact, if necessary
- Compose and prepare correspondence relating to work requests and/or personnel issues
- Record and maintain employee attendance information using Workday
- File correspondence and other Word Processing Department records
- Prepare end of shift status reports
- Assist other departments during off hours with conflict searches, conference room reservations, travel reservations, computer support backup, Graphics overflow, taxi reservations, and client requests
- Prepare, present, and follow-up on staff evaluations
- Identify problems with performance and develop solutions to those problems
- Attend departmental meetings as necessary
- Monitor temps and ensure that paperwork is accurate and complete
- Understand and implement policies, procedures, and practices in a fair and positive manner
- Monitor the accuracy, completeness, and timeliness of work requests on a consistent basis
- Inform lawyers on a timely basis if there will be a problem meeting a deadline
- Provide professional customer service to lawyers and other individuals at the firm and serve as a point of contact for information concerning office services and respond to inquiries within established guidelines
- Perform special projects as required
- Advise employees when unusual work situations arise and when new procedures are instituted

**Qualifications**

- Advanced level proficiency in Word, Excel, PowerPoint, Visio and Acrobat
- Considerable knowledge of and the ability to use computers and software applications currently being used at the Firm
- Effective communication and sound judgment
- Excellent attendance and punctuality
- Demonstrated ability to organize, direct, and perform high level supervisory duties in a manner conducive to full performance and high morale
- Demonstrated ability to identify problems and develop appropriate and feasible solutions
- Ability to maintain personnel records and prepare reports and correspondence accurately and efficiently

- Excellent writing skills and the demonstrated ability to develop written reports, correspondence, and action plans
- Considerable interpersonal skills, including the ability to establish and maintain effective working relationships with others
- Ability to comply with departmental procedures, practices and firm policies
- Must be able to work collaboratively with lawyers and staff, demonstrating strong teamwork and a positive attitude
- Flexibility in daily schedule to accommodate unexpected situations
- Excellent written and verbal communication skills
- Maintain composure and able to cope with varied situations
- Ensure confidentiality of all the Firm's and clients' documentation and information

**Education and/or Experience**

- Minimum of 10 years of Word Processing experience, including 5 years of Word Processing supervisory experience
- Legal experience preferred

**To Apply**

Davis Polk offers a competitive salary and benefits package. Please send cover letter and resume to [hr.ny@davispolk.com](mailto:hr.ny@davispolk.com).

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of essential functions, responsibilities or requirements.