



DELIVERING STRATEGIC SOLUTIONS ACCA'S 2000 ANNUAL MEETING

Position Description APPENDIX A

Manager of Legal Operations

June 19, 2000

Business Management

- Build, oversee and control Legal & Corporate Secretary Department budget (2000, \$53 million)
- Administer the process for using outside counsel relations, including retention procedures, budget management and evaluation of the success of the program
- Develop and oversee approved and preferred outside counsel procedures and firms
- Oversee invoice and accrual process

Client & Customer Relations

- Assist Customer Counsel Council task team in its goal of building better customer relations
- Develop an ongoing process of sharing best practices with customers' legal departments
- Keep business clients informed of the department's

Communication

- Facilitate communication among all departmental people and locations
- Contribute to the monthly department letter
- Provide department announcements to the communications group

Events and Meetings

- Plan agendas for Lead Team and annual department meetings
- Participate in legal conferences hosted by ACCA as a presenter

Facilities Management

- Plan and manage short and long term space needs of the Department
- Oversee all office moves

Operations

- Identify opportunities and implement solutions for better policies and practices regarding department structure, systems, processes and budgetary controls
- Create and maintain administrative policies and its related procedures in support of the larger strategic goals
- Manage compliance with corporate-wide reporting requirements
- Serve on several Department task teams
- Ongoing evaluation of staff organizational structure to determine if it is optimal and recommend and implement changes as needed

People Management and Development

- Participate in annual reviews of all non-lawyer professionals, in consultation with the attorneys
- Manage new employee orientation and training

Staffing and Recruitment

- Coordinate temporary and permanent staffing process
- Coordinate the lawyer recruiting process

Technology

- Lead the IT Team dedicated to Legal to select, implement and monitor hardware and software needed to provide optimal technological conditions for the practice of law
- Implement training programs for new technology introductions

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