



<b>POSITION TITLE</b>	Work Product Support Specialist		
<b>DEPARTMENT</b>	Work Product Support		
<b>STATUS</b>	Non-Exempt		
<b>REPORTS TO</b>	Work Product Support Manager		
<b>DATE</b>	April 2018	<b>APPROVED</b>	April 2018

**POSITION SUMMARY**

Stinson Leonard Street LLP is seeking an experienced Work Product Support Specialist to join either the firm's Minneapolis or Kansas City office. The Work Product Support Specialist is the Firm's "document expert." The Specialist creates, edits and formats Word, Excel and PowerPoint documents. The Specialist also creates and edits PDFs, as well as converts them to other formats. The Specialist receives requests from attorneys and staff through a ticketing system and prioritizes and completes work based on deadlines, proofreading and performing a quality check on all completed work.

Work Product Support is open from 6:30 AM to Midnight (Monday-Thursday), 6:30 AM to 11:00 PM (Friday), 9:00 AM to 5:00 PM (Saturday), and 9:00 AM to 11:00 PM (Sunday). Hours and shifts are subject to change, with notice, pursuant to business needs. The hours for the team extend beyond those of the traditional work week; some evenings and weekends may be required, based on availability and business need.

The position does not have supervisory responsibilities.

**EDUCATION AND EXPERIENCE**

- High school diploma or equivalent.
- Bachelor's degree in English, Journalism or other English communications field strongly preferred.
- Minimum of two years word processing experience.
- Advanced knowledge of Microsoft Office Suite 2010.
- Minimum typing speed of 80 words per minute.
- 3-5 years legal experience preferred.

**POSITION COMPETENCIES**

- Strong verbal and written communication skills.
- Self-motivated with excellent organizational skills and attention to detail.
- Highly professional with a strong customer service orientation, commitment to meeting deadlines, and ability to manage competing priorities in a fast-paced and dynamic environment.
- Strong professional, independent thinking skills with strength in problem solving and the ability to offer constructive opinions and creative solutions.
- A team player who motivates and educates other team members.

- Regular and predictable attendance is an essential function of the position.

**POSITION RESPONSIBILITIES**

<b>RESPONSIBILITY</b>	<b>DESCRIPTION</b>	<b>TIME SPENT</b>
<b>Document Production</b>	Use Firm & team best practices to: <ul style="list-style-type: none"> <li>• Create, edit, format &amp; proofread complex legal Word, Excel &amp; PowerPoint documents.</li> <li>• Manipulate PDFs (OCR, reduce size, redaction, etc.)</li> <li>• Create fillable forms.</li> <li>• Convert PDFs to Word or Excel documents; format &amp; proofread.</li> <li>• Transcribe digital dictation using; format &amp; proofread.</li> <li>• Answer the WPS telephone line &amp; provide technical assistance &amp; troubleshooting for specific document issues.</li> <li>• Compare documents &amp; track document changes.</li> <li>• Create electronic closing binders.</li> <li>• Create tables of authority.</li> <li>• Design, create &amp; edit forms &amp; templates.</li> <li>• Perform monthly Windows patch testing scenarios.</li> <li>• Copy, print, scan documents; forward faxes; create portable media.</li> <li>• Create mail merges.</li> <li>• Occasionally use specialty applications.</li> <li>• Other duties as assigned.</li> </ul>	90%
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Monitor Tech.WPS email inbox and IQTrack ticketing system for incoming requests.</li> <li>• Create tickets, communicate with Requesters, track work time.</li> <li>• Answer WPS telephone line on queue rotation.</li> <li>• Proofread completed work, return to Requesters, close tickets.</li> </ul>	10%

Applicants with a disability that are in need of an accommodation to complete the Stinson Leonard Street application process should contact Human Resources at 612.335.7140 or email [HumanResources@stinson.com](mailto:HumanResources@stinson.com).

Stinson Leonard Street is an equal opportunity employer. We encourage qualified minority, female, veteran, disabled and other diverse candidates to apply and be considered for open positions. We offer a competitive compensation and benefits package.