

# Business Development Manager - Experience

<b>PeopleSoft Job Code / Title:</b>	1013 Business Development Manager
<b>Facebook Title:</b>	02140 Business Development Manager – Experience
<b>Department / Subdepartment:</b>	Business Development
<b>Organizational Relationship:</b>	Reports to Associate Director or Above
<b>FLSA Status:</b>	Exempt
<b>UCM Level:</b>	4
<b>Last Updated:</b>	01/14/2025

## Department / Subdepartment Overview

The Business Development Experience Team is responsible for the tracking and use of the firm's experience.

## Role Overview

The Experience Manager is focused on delivering an efficient and effective system, team and processes around the entire experience function. The Experience Manager oversees a team responsible for researching, inputting and exporting data and ensuring the quality, and currency of the information. The Experience Manager supports the firm by coordinating with office Business Development Managers and Coordinators, Practice Development specialists and lawyers to carry out and supervise research, collect, input, and report experience information for purposes of marketing collateral, league table submissions, and other rankings.

## Essential Duties and Key Responsibilities

*“Essential duties” are those that an individual must be able to perform with or without reasonable accommodation.*

- Manages and develops Business Development Experience staff. Organizes, assigns, delegates and coordinates the work of the staff to ensure department objectives are met timely and accurately. Conducts a formal performance evaluation for departmental employees.
- Works with Human Resources department to recruit and hire support staff. Provides coaching, counseling, and discipline to departmental employees.
- Organizes and provides the Experience Specialists regular training on firm resources, Business Development procedures and best practices.
- Manages the research for the firm regarding matters, clients, industries and practice areas.
- Works closely with the Technology Department with respect to developing the database functionality and the integration with other enterprise systems.
- Proactively develops and enhances efficiencies in the use of data as well as work processes of the team in order to provide effective customer service.
- Conducts research, writes descriptions of transactions, cases, and other representations to include in Latham's customized attorney experience database. The database includes a wide array of attorney information useful for business development research.
- Manages the production of reports from the experience database.
- Trains and mentors team members.

- Manages the training of Business Development department members on how to use the Experience Database.
- Manages routine exports of data for business development efforts and prepares custom reports on an as-needed basis.
- Manages the coordination of firm-wide submissions to league table surveys, including but not limited to, using accounting information to verify data set, maintaining relationships with survey staff, auditing final submissions vis-à-vis reported deals, and helping to create related marketing materials highlighting recent survey milestones.
- Manages special projects on various issues as needed.
- Promotes effective work practices, works as a team member, and shows respect for co-workers

## Knowledge, Skills & Abilities

- Strong management skills.
- Knowledge of Web-based research resources (Hoovers, OneSource, CourtLink, etc.)
- Ability to quickly grasp and summarize complex transactions and cases, with strong writing skills and attentiveness to detail.
- Knowledge of marketing principals and materials including internal communications, public relations, seminar/event planning, branding, market research, competitive intelligence, credentials and RFP response preparation.
- Well-developed and professional interpersonal skills; ability to interact effectively with people at all organizational levels of the Firm.
- Excellent communication skills, both written and oral.
- Strong attention to detail.
- High level of accuracy in data entry.
- Ability to work independently and in a team environment with a customer service focus.
- Organization skills needed to manage time well, prioritize effectively, and handle multiple deadlines.
- Advanced knowledge in PC applications, including presentation, word processing, database, and spreadsheet software.
- Ability to handle confidential and sensitive information with the appropriate discretion

## Position Specifications

### *Typical Experience*

- Five (5) years relevant experience, preferably in a law firm or professional services organization.
- Relevant experience working with legal markets in the US, Europe, and Asia desired.

### *Education*

- Bachelor's degree or equivalent required
- [Additional degrees/specifications as necessary (e.g. JD)]

## Working Conditions and Physical Demands

- Frequently move (e.g., walk) around the office
- Travel may be required
- Spend extensive time using a computer, including use of a PC keyboard and mouse or similar data input devices
- All Latham & Watkins positions are in a typical indoor office environment

The statements contained in this position description are not necessarily all-inclusive; additional duties may be assigned, and requirements may vary from time to time, and from location to location.