

COORDINATOR, PRACTICE SOLUTIONS

Torys is a highly respected international business law firm with offices in Toronto, New York, Calgary, Montréal and Halifax. We work together to offer seamless cross-border services to our clients all over the world.

As a Torys employee, you will enjoy both an exciting, fast-paced work environment and a supportive, collegial and team-based culture. Our positions are best suited to individuals who take pride and ownership in their work and demonstrate exceptional client service in everything they do. At Torys, we take pride in our ability to attract and retain individuals who excel in their respective fields. We do this by providing stimulating work and learning and development opportunities, as well as a competitive compensation and benefits package.

POSITION OVERVIEW

Reporting to the Director, Practice Solutions, this role works closely with the Practice Solutions team on legal professional-focused, high impact initiatives designed to improve the delivery of legal services for our clients.

KEY ACCOUNTABILITIES

Project Management

- Administer and provide support with projects or components of large scale projects which includes collecting information, coordinating meetings, preparing presentations and communications (e.g., meeting agendas and minutes).
- Coordinate the scheduling of training and installation for legal specific technical rollouts. Work closely with Information Services, Training and external vendors to ensure quality and timely solutions are delivered in a timely manner.
- Monitor and track project expenditures on a monthly basis, and review anomalies or significant variances with Director, Practice Solutions.

Legal Technology

- Under the direction of the Director, Practice Solutions, act as the liaison to translate business requirements of the program and/or process and oversee the build and delivery of customized solutions which includes liaising with stakeholders to define the scope. Participate in vendor meetings as required.
- Work with the Practice Solutions team to identify and analyze internal website content and procedures; assess, develop and design processes and templates to ensure content is accurate, relevant and efficiently displayed. Make recommendations for enhancements as required.
- Support stakeholders (legal professionals, assistants, administration) with legal technology issues and escalate complex matters as appropriate.

Administrative Support

- Provide administrative support to the team which includes scheduling meetings, booking boardrooms, coordinating travel arrangements, completing expense reports, preparing cheque requisitions and courier packages, printing, scanning, photocopying, etc.
- Participate in various department projects and initiatives as required.

ATTRIBUTES & EXPERIENCE

- Post-secondary education with a focus on project management, knowledge management or a related program.
- Minimum 3 years' similar experience, preferably within a law firm or professional services firm.
- Previous experience with design thinking, process mapping, prototyping, change management for large projects is an asset.



- Knowledge of project management methodology.
- An enthusiastic self-starter with a proven ability to work at a high level both independently and with others.
- Able to juggle multiple priorities with tight deadlines while maintaining strong attention to detail.
- Excellent communication (written and oral) and presentation skills; ability to interact effectively with individuals at all levels of the organization with tact and diplomacy.
- Excellent knowledge and experience in Microsoft Office Suite, including Outlook, Excel, Word, and PowerPoint; experience with MS Project, Visio and SharePoint is preferred.
- Ability to learn new technology quickly and apply knowledge to create improved processes for legal professionals; experience working with new legal technologies is preferred.
- Demonstrated willingness to continuously improve and learn from others.
- Ability to work overtime to meet client demands when required.

HOW TO APPLY:

Please address your resume and cover letter, stating your salary expectations to Firm Admin Recruiting (firmadminrecruiting@torys.com).

We thank all applicants for their interest in Torys LLP; however only candidates selected for an interview will be contacted.

At Torys we are committed to diversity in the recruitment, retention and advancement of our people. We believe that diversity of backgrounds, experiences and perspectives enhances the quality of our work and enriches our lives. We are committed to fostering an inclusive and accessible work environment. Accommodations are available for applicants with disabilities. If you require accommodation at any time during the recruitment process, please contact [Ruth Hawkins](#), Manager, Human Resources.