

FLOOR LEADER

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 Manager, Legal Support, the Floor Leader is accountable for the overall delivery of the legal support services provided to principals on her/his assigned floor with a focus on workload management and distribution, service quality and efficiency. The Floor Leader also acts as key support for all assistants by removing barriers that impede productivity, helping balance workloads and quadrant arrangements, scheduling, identifying and sharing best practices and ensuring the right tools, technology and training are available to perform accordingly.

KEY ACCOUNTABILITIES

- **Team Engagement:** Establish healthy and productive floor team relationships by being a role model for respect, open communication, and supportive, collegial behaviour. Engage the floor team through group meetings and other means of communications to create and maintain a cohesive and positive work environment. Address any individual or interpersonal issues with open communication and shared problem solving. Find opportunities to recognize individual and floor team successes. Work with the Manager, Legal Support to recruit and make staffing decisions for the floor and take an active role to welcome and orient new hires.
- **Performance Management:** Work with the floor team to ensure a clear understanding of performance standards and job expectations. Interview principals to obtain formal (annual) and informal feedback about individual performance, and work closely with the Floor Leader team to ensure performance ratings are delivered fairly and consistently. Together with principals, draft and deliver a balanced performance review, and be supportive to individuals by addressing any performance issues or learning goals with development and training plans.
- **Quadrant Teams, Scheduling & Work Allocation:** Work with the Manager, Legal Support to determine the best shared resource model ("the quadrant teams") for the floor based on knowledge of individual capabilities, requirements of principals, and on-going changes such as office moves and incoming/departing principals. Support the floor team to arrange primary and team support that provides optimum coverage for principals. Work with the floor team and other Floor Leaders to ensure equitable work distribution across and among floors. Manage the scheduling and approval of vacation requests, leaves and other absences, including daily sick calls, and personally provide overflow support to principals where needed. Take accountability for the key performance metrics for the floor including preparing and analyzing reports for overtime, utilization, and budgeting, and work with the Manager, Legal Support to recommend any changes needed.
- **Liaise with Principals:** Be the key contact for principals on assigned floors with respect to all issues pertaining to support, involving the Manager, Legal Support for direction and coaching as required. In addition to the formal performance management process, proactively check in with principals to ensure service requirements are being met. Work with the floor team to determine appropriate arrangements

for alternate coverage (for absences, vacations and leaves) and to ensure the smooth delivery of service and minimized interruption to support.

- **Standards & Continuous Improvement:** Proactively obtain input from floor team members, principals and others about the legal support model at Torys, and contribute to the development of performance standards, service offerings, and standard operating procedures. Work with Manager, Legal Support and the Training team to identify any current inefficiencies, best practices, and training solutions to support the development of technical and administrative capabilities of the team. Work closely with other departments to advocate for changes and continuous improvement initiatives to enhance the day-to-day work productivity of legal support professionals.

ATTRIBUTES & EXPERIENCE

- A legal assistant diploma from a recognized post-secondary institution would be an asset.
- 8 to 10 years of experience as a legal assistant, preferably within a law firm.
- Previous experience coordinating a team, overseeing a project, or coaching people is preferred.
- Strong interpersonal skills with a proven ability to establish and build trust-based working relationships.
- A natural ability to establish, lead and be a role model for healthy team dynamics such as supportive collaboration, inclusive communication, joint problem solving, and conflict resolution.
- A track record of challenging the status quo to make things better, improving ways of working, and delivering service in a more efficient and effective way.
- Excellent communication skills (written and oral); ability to interact effectively with individuals at all levels within the organization with tact and diplomacy.
- Sound judgment including the ability to deal with confidential information with utmost discretion.
- Exceptional client service skills with a proven track record of 'going above and beyond' to service clients.
- Strong organizational, attention to detail, and time management skills to effectively prioritize and meet deadlines in a high-pressure environment.
- Strong working knowledge of firm software (MS Word, PowerPoint, Excel) as well as experience working in document management and time entry billing systems.
- 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 [Jenny Tavares](#), Senior Manager, Human Resources.

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 [Jenny Tavares](#), Senior Manager, Human Resources.