

SENIOR MANAGER, INTELLECTUAL PROPERTY BUSINESS

Torlys 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 Torlys 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 Torlys, 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

The Senior Manager, Intellectual Property Business is responsible for the management, delivery and administration of the firm's IP support services provided to clients (internal and external). Working in collaboration with various stakeholders (lawyers, law clerks, and legal assistants) the incumbent is also accountable for ensuring that IP processes, procedures and systems effectively support our clients.

KEY ACCOUNTABILITIES

Daily Operations

- Oversee the day-to-day operations of the IP support services provided to the IP department.
- Work with stakeholders to identify and make recommendations to optimize operational best practices and implement any policies, procedures and technical changes. Chair regular meetings with stakeholders to communicate any changes.
- Manage IP electronic tracking and file tracker systems which includes implementing upgrades as required.
- Oversee the transfer of large intake files and review files in preparation for closing.

Technology, Process & Workflow

- Manage and monitor IP databases (TIPS and FogBugz) to ensure data integrity.
- Work with stakeholders (lawyers, law clerks and legal assistants) to identify opportunities to better utilize existing IP systems (e.g. TIPS, FogBugz) and make recommendations to enhance as required.
- Maintain awareness and keep current of emerging IP technologies and relevant law updates.
- Partner with Information Services and third party vendors to test new IP technological solutions. Assess, identify and make recommendations to implement new software/hardware and any other IP related tools to support stakeholders (lawyers, law clerks and legal assistants).
- Assess current processes and workflows and make recommendations to streamline processes as needed.

Client/Vendor Engagement

- Negotiate terms of contract and oversee work performed by vendors to ensure they adhere to the terms and service level agreements. 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 of upgrade.

Team Engagement

- Provide direction, coaching and development support to direct reports.
- Participate in the recruitment process with HR and/or IP Partner.

Budget

- Establish expense and revenue (recoveries) budgets and monitor actuals against budgets raising any issues with firm management as required.

Other

- Onboard new hires into the department and provide overview of department and IP programs (e.g., TIPS and FogBugz).
- Participate in special projects/initiatives.

ATTRIBUTES & EXPERIENCE

- Undergraduate education in Business or equivalent experience to successfully complete the essential requirements of the role.
- Minimum 5+ years previous experience in an IP law clerk role.
- Minimum 7-10 years of management experience, preferably in a professional services environment.
- In-depth knowledge of legal markets and the legal professional landscape.
- Proficient in MS Office product suite - which includes a strong working knowledge of Outlook, Excel and Microsoft Office.
- Strong client service orientation combined with the ability to manage multiple client needs at the same time.
- Strong aptitude for utilizing technology in improving speed, accuracy and efficiency of a process within a law firm environment.
- Proven ability to establish and build trust-based working relationship with stakeholders.
- Strong leadership, relationship, collaboration and consultation skills – able to motivate and direct a team.
- Able to communicate effectively (both orally and in writing) to a broad range of audiences including partners, senior management and clients.
- Results-oriented, self-directed individual with the demonstrated ability to prioritize.
- Ability to work well independently and collaboratively within a team environment.
- Strong project and time management skills and ability to manage a variety of concurrent projects.
- Solid strategic and analytical thinking skills.

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.

We foster an inclusive and accessible environment and are committed to providing support to applicants and firm members with disabilities. If you require accommodation at any time during the recruitment process, please contact [Jenny Tavares](#), Senior Manager, Human Resources.