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Job Description

Job Title	Document Specialist / Word Processing Trainer
Location	New York
Department	Word Processing
Reports to	Senior Manager, Word Processing
Exempt/Non-Exempt	Non-Exempt
Work Schedule	Monday – Friday, 9:30 am to 5:30 pm (overtime as required)
Position Summary	The Document Specialist performs word processing computer-related work which requires the application of a full range of word processing software used to produce documents for lawyers in accordance with the Firm's document standards. The Document Specialist works in conjunction with all departments on special projects and provides user support, training, and application documentation.
Essential Duties and Responsibilities	<p>Typical responsibilities include, but are not limited to, the following:</p> <ul style="list-style-type: none">– Produce a variety of documents including financial documents, correspondence, reports, presentations and charts– Create, revise and print documents utilizing computer system software, macros, templates and standard forms– Work one-on-one with lawyers on special projects that require specific instruction– Convert documents from various applications to requested applications– Provide support in person or over the telephone to users who need application assistance– Transcribe and type dictation to produce a variety of legal documents– Provide application troubleshooting assistance for computer users on practice floors– Train new Word Processing employees in advanced software features (Word, Excel, PowerPoint, Visio,

Acrobat) using the firm's templates, macros, and branding standards

- Provide document exercises for new employees to practice after training and review the completed exercises
- Write Word Processing software tips and instructions for posting on the department intranet
- Work on special projects such as assisting with preparation of documentation for training, reviewing manuals and providing comments on styles or overall presentation of manuals
- Work with Information Systems on projects such as helping users learn new application techniques, providing consistent thorough feedback to Support on system and user problems, and participating in testing new software, macros and other tools
- Work with various hardware media such as flash drives/cds/dvds and datasites

Qualifications/Position Requirements

- Advanced level proficiency in Word, Excel, PowerPoint, Visio and Acrobat
 - Considerable knowledge of and the ability to use computers and software applications currently being used at the Firm
 - Must excel at presenting individual instructions and complex information and technical data to users
 - Ability to write technical information in easily understood terms and test hardware and software applications, providing detailed feedback
 - In addition to having the ability to operate standard office equipment such as computers, multi-function devices and dictation equipment, must keep informed of new technologies relating to document production
 - Excellent attendance and punctuality
 - Ability to identify problems and develop appropriate and feasible solutions
 - Ability to comply with departmental procedures, practices and firm policies
 - Must be able to work collaboratively with lawyers and business services professionals, demonstrating strong teamwork and a positive attitude
 - Flexibility in daily schedule to accommodate unexpected situations
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	<ul style="list-style-type: none">– Excellent written and verbal communication skills– Ability to maintain composure and cope with varied situations– Ensure confidentiality of all the Firm’s and clients documentation and information
Education and/or Experience	<ul style="list-style-type: none">– Minimum of 5 years of relevant work experience– High school diploma or equivalent
Compensation	Commensurate with experience.
To Apply	Submit resume and cover letter to: hr.ny@davispolk.com

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change or new ones may be assigned at any time with or without notice.