

# Williams Lea Employment Opportunities

Williams Lea is a company that specializes in business process outsourcing – for us that includes working with large law firms and investment banks, providing financial, legal, and other professional services – both nationally and internationally. We have been in the Wheeling area specifically for over 10 years, and we are excited that we are continuing to grow and open other locations, like Columbus. Some of the key services that we provide include document production, proofreading, administrative, graphic design, billing, AP/AR and other day-to-day support to make our client's business more efficient. We strive to provide quality services, and we are looking for exceptional talent to fill these roles.

## Open Positions at Williams Lea:

- Document Production Associate
- Proofreader
- Presentation / Creative Associate
- Accounts Payable Associate
- Accounts Receivable Associate
- Collections Associate
- Expense Associate
- Administrative Associate
- Billing Analyst
- Switchboard Operator

## About each position:

### **Document Production Associate:**

#### Job duties:

- Strong proficiency in MS Office Word & Powerpoint
- Create and edit legal documents to client specifications using applicable software.
- Audio transcriptions
- Scan, clean documents and convert documents to/from different file formats.
- Recover/restore corrupted document files when needed.
- Create TOC / TOAs, prepare mail merges

## **Proofreader:**

### Job duties:

- Identify and correct spelling, grammar, and verbiage errors in complex legal documents.
- Detect formatting and compositional errors in documents.
- Check corrected proofs of legal documents against mark-up for comparison and quality assurance.

## **Presentation / Creative Associate**

### Job duties:

- Strong skill set in MS Office Word & Powerpoint
- Create client marketing materials
- Design customized pitch materials for client presentations
- Perform work in presentation design, including, but not limited to creating pitch books and materials, creating, editing, and error correcting multiple document types to support the client's brand; intake and workflow coordination functions, as needed

## **Administrative Associate:**

### Job duties:

- Assist client requestors with various types of administrative support, such as time entry, time adjustments, video conference set up, interaction contact database management, data entry, etc.
- Screening and directing incoming calls, correspondence, visitors, and vendors.
- Scheduling appointments and managing calendars.
- The daily make-up of tasks for this position may vary depending on the Firm or department's needs.

## **Accounts Payable Associate:**

### Job duties:

- Pays invoices by verifying transaction information; scheduling and preparing disbursements; obtaining authorization of payment.
- Responsible for setting up new vendors.
- Responsible for all vendor maintenance.
- Performs audit functions for all invoices and any expenses above the firms designated threshold amounts.
- Assists client personnel in resolving Accounts Payable issues.

## **Accounts Receivable Associate:**

### Job duties:

- Prepares work to be accomplished by gathering and sorting documents and related information.
- Prepares financial reports by collecting, analyzing, and summarizing account information and trends.
- Maintains accounting ledgers by posting account transactions.
- Verifies accounts by reconciling statements and transactions.
- Resolves account discrepancies by investigating documentation; issuing stop payments, payments, or adjustments.
- Obtains revenue by verifying transaction information; computing charges and refunds; preparing and mailing invoices; identifying delinquent accounts and insufficient payments.

## **Collections Associate:**

### Job duties:

- Responsible for monitoring and collection of outstanding invoices through direct contact and follow-up with each partner and the client as assigned and pursuant to Firm policy to ensure timely remittance.
- Confer with billing partners either by telephone or in-person via regularly scheduled calls or meetings to determine reason(s) for overdue AR and strategize to obtain payment as well as review the terms of service or existing agreements in effect.
- Actively and consistently update the Manager of collection activities including any potential issues related to any partner or the client requiring escalation and provide recommendations for resolution.
- The daily make-up of tasks for this position may vary depending on the Firm or department's needs.

## **Expense Associate:**

Job duties:

- Create, process, and/or audit expense reimbursement requests by ensuring the proper documentation and approvals are submitted/received.
- Complete data entry to appropriate expense processing software, as needed; may include adding accounts, vouchers, requests, general ledger numbers and/or obtaining correct documentation and/or approvals.
- Review requests for compliance with policies and/or procedures; escalate concerns to supervisor.
- Use established procedures, standards, and formats to complete expense processing requests to client satisfaction.

## **Billing Associate**

Job duties:

- Bill clients via client system.
- Review all of the transactional business.
- Reconcile all data per the contract billing.
- Provide summary billing at month end.
- Assist customers with billing inquiries and follow-up with operational areas.

## **Switchboard Operator:**

Job duties:

- Answer telephones utilizing a multi-line phone system.
- Provide exceptional customer service
- Maintain phone lists as per procedure.
- Ensure that request tickets are properly filled out before beginning work.