



JOB DESCRIPTION

Job Title:

Manager of Business Development and Client Services

Department:

Marketing

Reports to:

Director, Marketing

Effective Date:

May 28, 2024

Riley Safer Holmes & Cancila (RSHC) seeks a Manager of Business Development and Client Services to support the firm's business development initiatives, strengthen client relationships, drive and grow revenue, and implement business development strategies. The position will interface and collaborate with the firm's Director of Marketing, Marketing & Business Development Chair and Committee, and practice team leaders.

Duties/Responsibilities:

The following are essential job duties and responsibilities of the position. This list is not exhaustive, and other duties may be assigned as needed.

- Work closely with the Director of Marketing, Marketing Chair/Committee, and practice team leaders to develop and execute business development efforts that support the firm's strategic growth.
- Assist the Marketing Committee Chair with developing and running an active client feedback/satisfaction program.
- Regularly attend practice team meetings; support team leaders and group members to create business development plans and support the execution of business development efforts.
- Conduct industry/market research, create analysis and competitive intelligence, and develop knowledge about the firm's capabilities, referral sources, clients, and industries to identify opportunities for growth.
- Manage the RFP and pitch process; lead development of tailored and responsive content for RFPs, pitches, and proposal opportunities.
- Help maintain a database of current clients, prospective clients, and referral sources.
- Collect and organize lists of clients, representative matters, and experience for use on the firm's website and in pitches, proposals, ranking submissions, and other marketing collateral.
- Track client development activities and new business development efforts.
- Monitor industry organizations for upcoming events, identifying potential speaking and sponsorship opportunities.
- Administrator, manage, and support the Relationship Development Sherpa Program.

- Support and implement additional attorney business development training and execution.
- Recommend improvements to the firm's business development function.
- Ad hoc projects as assigned.

Desired Skills/Qualifications:

- Bachelor's degree required. MBA and/or JD desired.
- Marketing: at least six years' prior experience (leadership position preferred).
- Previous experience in business development role (preferably in legal services or professional services organization).
- Experience working on proposals, reading and analyzing requests for proposal (RFPs).
- Ability to work effectively in a high-paced environment, independently and as a team player with people of all levels – internally and externally.
- Ability to manage time well, work well under pressure, prioritize effectively, handle multiple deadlines, and work flexible hours, including early/late or on weekends.
- Strict attention to detail and ability to see projects through to completion.
- Excellent oral and written communication skills.
- Strong project-, organizational-, and people-management skills.
- Strong analytic, critical thinking, and creative capabilities.
- Ability to establish professional business contacts and maximize networking skills.
- Understanding of law firm operations and culture or willingness to learn.
- Proficient in MS Office Suite (Word, Outlook, PowerPoint, Excel, Adobe, NetDocs).

Salary Range:

\$90,000-\$100,000

About RSHC / Work Environment:

RSHC is a service-oriented and technologically sophisticated midsize national law firm of litigators, trial lawyers, and transactional attorneys. Clients are the center of our mission. We align our interests with theirs and put an emphasis on efficiency and results. We care about our clients and each other, so we live our shared beliefs: driving innovation in the business of law, promoting diversity and inclusion, and serving our communities. We currently have almost 90 lawyers in offices in Chicago, San Francisco, New York, Ann Arbor, and Los Angeles/Irvine.

The team atmosphere is fostered not only by the lawyers but by all members of the support staff. Our Firm's employees are proud of collaborating to serve firm clients. Our commitment to teamwork allows us to tap multiple fields of experience from our range of practice areas, ensuring our ability to meet each client's individual needs. Our team approach enables us to analyze a situation from several points of view until we uncover the advantage that makes the difference for our clients.

This is a non-exempt full-time position. Overtime work may be required from time to time, payable in accordance with the standard payroll practices for non-exempt employees of RSHC and subject to all withholdings and deductions as required by law.

This position requires pre-employment screenings which include a criminal background check and reference check.

RSHC offers a comprehensive benefit package which includes medical, dental, vision, life insurance, short-term and long-term disability, and 401k.

RSHC is proud to be an Equal Employment Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, disability, age, sexual orientation, gender identity, national origin, veteran status, or genetic information. RSHC is committed to providing access, equal opportunity, and reasonable accommodation for individuals with disabilities in employment, its services, programs, and activities.

No calls or solicitations from recruiters accepted.