

## **Client Services Manager, Digital Forensics**

*This position can be fully remote or based out of one of ArcherHall's offices in Sacramento, San Diego, or Seattle. Candidates located anywhere in the US are encouraged to apply.*

ArcherHall is growing fast. We need an operations and administrative professional with exceptional organizational skills to ensure service quality and client communication don't suffer during periods of rapid growth.

This individual will coordinate logistics and communications with clients and manage administrative responsibilities within the team to ensure the smooth operations of the Digital Forensics and E-Discovery Division.

General duties include planning and coordinating collections with internal and external stakeholders, communicating with clients throughout the lifecycle of an engagement, assisting our Directors in tracking the progress of 100+ active engagements, and overseeing administrative responsibilities such as software renewals and disposition on behalf of the division.

The ideal candidate is self-motivated and thrives in a collegial team environment. This candidate will be equally comfortable:

- Calling an attorney to coordinate the logistics of an evidence collection
- designing, implementing, and documenting internal processes
- assigning work to colleagues with whom you do not have a direct reporting relationship
- taking administrative tasks off the plates of our experts so they can spend more time billing
- jumping in wherever necessary to accomplish team goals

At ArcherHall we constantly seek to push the envelope and get to the next level. Our Digital Forensics Division places a strong emphasis on both internal and external training and professional development, and the ideal candidate will be willing to try new things and implement solutions that have never been applied in our industry.

### **Qualities of the ideal candidate:**

- Ridiculously organized. Doesn't drop balls.
- Exceptional communicator. Clear verbal communication and strong writing.
- Process- and efficiency-oriented. Doesn't just get the job done now—thinks about the best way to get the job done the next 100 times in the future.
- Low ego. Not above taking on any task if it's necessary for the success of the team.
- Driven. Excited about being part of a fast-growth company and building something great.

### **Qualifications:**

- Bachelor's degree.
- 2+ years of experience in an administrative or operations role
- Preferred: Experience working in a law firm or with attorneys.

**To apply, submit your resume to [hire@archerhall.com](mailto:hire@archerhall.com). Please reference the job title in your subject line.**