

# Argentina Jobs Expertini®

## Document Coordinator I, Document Services

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Company: Baker McKenzie

Location: Buenos Aires

Category: other-general

The Document Coordinator I, Document Services will handle job requests such as intermediate to complex word processing, voice file transcription, and other requests. They may also be assigned to special/strategic projects, including pilot programs for new services. Regularly, the role holder is expected to uphold the department's quality and efficiency standards by consistently producing one-pass work with zero to minimal quality checks. Can be assigned to conduct peer reviews to ensure consistent output quality among Document Coordinators. **Responsibilities:** Operations

Accomplish intermediate to complex assignments, following established quality standards, in an accurate and efficient manner

Expected to consistently produce one-pass work regardless of complexity and challenges according to established quality and efficiency standards

Assigned to peer review (pre-audits) the output of any DS coordinator based on their tenure and output complexity

Effective account management skills

Conduct accurate assessment of job requests, including turnaround time Communicate with clients by phone and/or email accurately and timely Proactively offer solutions whenever potential problems are foreseen Confirm all discussions and agreements with clients in writing.

Report to the Supervisor all issues that may interfere with service delivery

Forward client feedback to the Supervisor

Well-versed in all Department Service Lines

Consistently achieve individual targets, priorities, and developmental objectives aligned with the department's and Firm's direction

Implement all company policies, rules, and regulations

Maintain confidentiality of Firm and client information

Ensure that all other tasks assigned by Management are properly attended to

Perform other tasks assigned by the Supervisors or Manager

Project Management

Help execute all project requirements according to service delivery standards

Develop and apply subject matter expertise

Exhibit good client care skills and leadership potential at every opportunity

Coordinate with Project Managers on updates and issue resolution strategies

Brand Support

Advise, encourage, and facilitate client adoption of firm brand standards and templates

Create visually engaging documents and presentation materials using MS Word and PowerPoint templates

Ensure accurate and timely output delivery by adhering to established quality and Firm brand standards

Alert clients to potential problems/issues ahead of time and offer possible solutions or alternative approaches

Client Care

Build good working relationships with clients and handle their concerns promptly and professionally, in keeping with client service principles

In case of an escalation or complaint, send acknowledgment emails, collate facts, prepare an incident report within the agreed timelines, and provide a recommendation to prevent the

problem from recurring

Confirm all discussions and agreements with clients in writing

**Skills and Experience:**

Relevant experience in a similar field and involvement in a similar function

Bachelor's degree with good academic standing

Keen analytical skills and ability to determine client needs

Excellent English written and verbal communications skills

Ability to make sound and accurate decisions and judgment calls

Effective leadership and communication skills

Highly organized and able to prioritize tasks

Advanced skills in MS Word, Excel, and PowerPoint

Flexible and willing to work any shift, including graveyard

Aptitude for learning new technologies and processes

Highly organized and detail-oriented

Strong commitment to outstanding client service

Exceptional work ethic, personal and professional integrity

Ability to establish and maintain effective working relationships; a team player

Ability to collaborate and communicate effectively with people from different cultures and various levels of the organization

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