

About Us

Wilson Kester the Empowered Divorce Source located in Traverse City, Michigan, is seeking a Chief Operating Officer (COO) to join our team. This is an exciting opportunity to become a key leader at a reputable family law firm. You will have the chance to shape the firm's future while enjoying a collaborative, supportive work environment.

We are a leading family law firm dedicated to providing exceptional legal services with a focus on compassion, integrity, and client-centered solutions. We offer a competitive compensation package, continuing education, and resources to help our employees achieve their professional goals. In 2023, Wilson Kester the Empowered Divorce Source was recognized as a top workplace due to high employee satisfaction in areas such as work-life balance, benefits, professional development, and access to the latest technology. We regularly survey our team members and adjust policies based on their feedback to ensure the firm remains a rewarding and supportive place to work.

Position Overview

We are looking for a dynamic, results-driven COO who will lead a team of professionals to effectively carry out the firm's mission and vision of rapid growth. The COO is a key leader responsible for overseeing the daily operations, administrative functions, and business performance of the law firm. The incumbent works directly with the Owner to align business strategy with operational excellence and optimize client service and financial outcomes. The COO also leverages advanced marketing techniques to enhance business development initiatives, improve client retention, and strengthen the firm's market presence.

Key Responsibilities:

1. Strategic Leadership:

- Collaborate with the Owner and leadership team to develop the firm's annual goals and objectives.
- Direct and oversee the leadership team in the execution of strategic plan initiatives.
- Identify growth opportunities, assess risks, and recommend strategies for long-term sustainability.

2. Business Development:

- Work cooperatively with the Owner to develop and implement strategies that drive revenue growth.
- Analyze market trends, client feedback, and competitive positioning to enhance the firm's visibility and reputation.
- Collaborate with vendors, advisors, and support staff to develop and implement marketing and sales systems that support the firm's revenue goals.

3. Operations Management:

- Manage the firm's day-to-day operations, including administration, technology, marketing, sales, and human resource functions.
- Collaborate with the Owner, Managing Attorney, and leadership team to implement process improvements that enhance efficiency and productivity across all departments.

4. Financial Oversight:

- Oversee the Director of Finance to manage budgets and cash flow and ensure efficient operations of the firm's financial team.
- Monitor financial performance and make recommendations for increasing profitability and ensuring financial health of the firm.

5. Human Resources Oversight:

- Oversee the Human Resource Generalist on initiatives such as recruitment, performance evaluations, and professional development programs.
- Foster a collaborative, inclusive, and high-performance work environment and ensure employee relations issues are addressed appropriately.
- Work with the HR Generalist to ensure compliance with employment laws and regulations.

6. Technology and Innovation:

- Coordinate the adoption and integration of technology to improve operational efficiency and client service.
- Evaluate and recommend software solutions for marketing, case management, communications, file management, and automation.
- Ensure appropriate cyber security is maintained firmwide.
- Oversee technology vendors and support staff.

7. Risk and Compliance:

- Manage firmwide compliance with regulatory, ethical, and professional standards.
- Implement risk mitigation strategies.
- Secure and maintain appropriate insurance coverage at all times.

8. Facilities Management

- Oversee staff and vendors to ensure clean, safe, and comfortable working conditions as well as professional appearance of the facility.
- Ensure appropriate furniture and equipment are in place to support the efficient operation of the firm.

Qualifications:

- MBA required, with a concentration in marketing or a related field strongly preferred.
- Proven experience leading a professional services organization through a period of rapid growth.
- Extensive knowledge of marketing principles, client acquisition strategies, and business development best practices.
- At least 10 year of experience managing the operations (including marketing, finance, human resources, and technology) at \$10 million + law firm.
- Passion for creating systems that increase efficiency and profitability while embracing relevant technological advances.
- Excellent interpersonal, communication, leadership, strategic thinking, organizational, and problem-solving skills.

Salary and Benefits

Salary: \$110,000 - 130,000 base + incentives

Benefits:

Competitive salary plus performance bonuses · Health, dental, and vision insurance · Short-term disability insurance · Flexible schedule · Three and a half weeks of vacation in the first year · Paid holidays · 401K match · State and local bar association dues paid · Support for professional development and continuing legal education · Supportive work environment with a commitment to work-life balance · Free parking in the heart of Traverse City, blocks from Grand Traverse Bay · Relocation assistance available

How to Apply

If you are a proactive, results-oriented leader with a passion for the legal industry, we would love to hear from you! Please submit your resume, cover letter, and references via this job site.

We are an equal-opportunity employer and value diversity in our workforce. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.