



Classification Description

Job Title: **Manager, Legal Operations**

Pay Grade: **119**

Job Code: **4810**

FLSA Status: **Exempt**

Job Purpose

The Manager, Legal Operations is a specialized position in the Office of General Counsel with College-wide responsibility. Serves as the College's primary administrator for contract lifecycle management, public records compliance, litigation holds, and legal operations systems. Primary responsibilities include supporting the daily administration and continuous improvement of contract review and approval processes, public records and subpoena responses, litigation support activities, and legal operations technology platforms.

The Manager, Legal Operations also supports the policy and government relations initiatives as needed. Responsibilities include implementing and administering contract technology systems, coordinating responses to complex legal matters, monitoring legal deadlines, developing operational metrics, and promoting best practices in contract management and legal process administration. This position requires professional and personal initiative, independent judgment, and the ability to work effectively with a diverse campus community, higher education officials, outside counsel, and external stakeholders. The position requires the ability to analyze, synthesize, strategize, work under pressure, meet deadlines, and accurately report information.

General Responsibilities

Essential Functions

Maintains and administers an accurate College-wide contract tracking and management system.

Serves as the College's primary administrator and functional lead for the contract lifecycle management (CLM) platform and oversees its configuration, maintenance, and continuous improvement. Ensures system accuracy and communicates with contract owners and stakeholders to promote timely compliance with applicable federal, state, and local laws. Provides reports and metrics regarding system performance and contract activity.

Develops, implements, and administers contract technology systems and contract management workflows, including workflow configuration, approvals, and delegation of authority requirements.

MANAGER, LEGAL OPERATIONS

Coordinates contract approvals and ensures compliance with College policies, procedures, and delegated authority requirements. Monitors system performance, user adoption, workflow efficiency, and contract turnaround times.

Develops and implements process improvements to enhance the user experience, improve efficiency, and reduce contract cycle times.

Partners with Information Technology, Procurement, and business stakeholders to implement system enhancements, integrations, and automation initiatives.

Leads initiatives to standardize and automate contracting activities and promotes best practices in contract administration.

Develops user guides, training materials, and process documentation; trains College personnel on contract processes and use of the contract management system; provides ongoing support to users and addresses system-related issues.

Supports the Office of General Counsel by reviewing and proposing College contract language that aligns with federal and state contracting laws and requirements, College risk management standards, and applicable administrative and judicial decisions, opinions, determinations, and rulings. Interprets College contracts through the lens of legal and legislative decisions and opinions.

Develops dashboards, key performance indicators, and reports related to contract volume, execution times, workload trends, public records requests, litigation matters, subpoena responses, and other legal operations activities; presents findings and recommendations for improvement to College leadership.

Serves as the College's primary administrator for public records compliance, subpoena coordination, and litigation holds.

Manages intake for public records requests. Gathers information necessary to process public records requests, including documentation needed to prepare cost estimates and College responses. Prepares documents for review. Redacts appropriate information from public records request productions. Communicates with members of the public and College personnel regarding public records request document collection.

Reviews subpoenas, summonses, and other legal process served upon the College and determines the appropriate course of action. Coordinates College-wide responses to subpoenas, litigation matters, and other complex legal issues, ensuring compliance with applicable legal deadlines. Assists with the collection, preservation, and production of records and communicates with College personnel, outside counsel, and external parties regarding document production and legal matter coordination.

Provides litigation support to the Office of General Counsel, including coordinating litigation holds and the collection, preservation, and production of records. Manages outside counsel engagement letters, billing, invoices, and matter tracking, and serves as the primary liaison with outside counsel regarding case status, document production, and litigation support activities.

MANAGER, LEGAL OPERATIONS

Conducts legal research using applicable legal reference sources, procedures, terminology, and federal, state, and local laws relevant to the College.

Assists the College in preparing for meetings of the College's Financing Corporation, a direct-support organization organized under Florida law. Assists in the preparation for campus visits by legal representatives and government affairs representatives.

Follows College policies and recommends updates to ensure efficient use of fiscal resources and effective use of technology related to contract processing and administration.

Represents the College and collaborates with vendors, legal representatives, and federal, state, local, and higher education officials regarding contract and records management policies and practices.

Conducts research and analyzes policy issues and advises on implications to the College. Assists the Office of General Counsel in monitoring education-related legislation and budget initiatives that impact the College and keeps key stakeholders apprised of any related bill activity, movement, or amendments. Interprets and applies local, state and federal legislation, requirements, and standards to College programs and services.

Assists in developing materials in support of the College's government relations agenda. Attends events and other activities as needed to support the College's government relations goals, such as town halls, news conferences, campus visits, and meetings.

Other Job Functions:

Maintains positive communication with colleagues and community members by exhibiting professionalism and making positive contributions to workplace morale.

Seeks out professional development opportunities and maintains professional licensure and certifications, as applicable.

Attends staff meetings and participates in conferences and other trainings to enhance job performance.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

MANAGER, LEGAL OPERATIONS

Knowledge, Skills and Abilities

Minimum Qualifications

Bachelor's degree from a regionally accredited institution in public policy, public administration, paralegal studies, legal studies, or a related field.

Four (4) years of progressively responsible experience in legal operations, contract administration, public records management, government affairs, paralegal studies, or a related field. Experience in higher education and Florida public-sector environments is preferred.

Experience as a paralegal, legal assistant, or in a comparable legal support role.

Demonstrated knowledge of contract lifecycle management systems, legal operations practices, workflow automation, records management, and reporting tools.

Demonstrated experience using a personal computer, office software such as Microsoft Office and electronic mail.

Ability to independently travel to all FSW campuses in Lee, Charlotte, Collier and Hendry counties and other locations for College business.

Demonstrated knowledge, skills, and abilities to:

- Apply management, leadership, strategic planning, and public relations principles.
- Demonstrate knowledge of policy management, legal research methodologies, legal reference materials, legal procedures, terminology, and applicable federal, state, and local laws, regulations, and rules related to the College's mission and operations.
- Interpret and apply Public Records laws, Sunshine Law requirements, FERPA, and other laws and regulations related to student and employee privacy and public information.
- Recognize critical legal and business issues; independently plan, organize, and prioritize work; meet critical deadlines; and complete complex assignments with minimal supervision.
- Exercise discretion, initiative, sound judgment, and decision-making authority in matters of significant impact while maintaining confidentiality.
- Think critically and creatively, demonstrate a high standard of integrity, and incorporate best practices into organizational processes and culture.
- Analyze operational and fiscal data; develop performance metrics; and recommend process improvements to enhance legal services delivery.
- Exhibit thorough knowledge of College policies, procedures, and external regulations applicable to the position.
- Communicate effectively, both orally and in writing, including preparing correspondence, responding to inquiries, presenting information, and addressing complex issues.
- Establish and maintain positive working relationships with faculty, staff, students, community members, external constituents, and representatives at all organizational levels.
- Demonstrate strong interpersonal skills and effectively address issues and concerns courteously, professionally, and tactfully.
- Prepare and deliver presentations to groups of varying sizes and audiences.

MANAGER, LEGAL OPERATIONS

- Take initiative and independently plan, organize, coordinate, and perform work involving numerous and diverse demands.
- Work effectively in a fast-paced environment, independently follow through on assignments, and contribute positively to team efforts.
- Collect, organize, analyze, and present information in a meaningful manner.
- Collaborate effectively with individuals from diverse backgrounds and perspectives.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and can read, interpret, and follow procedural and policy manuals related to job responsibilities.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicate and collaborate with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.
- Understand and abide by Board of Trustees policies and College Operating Procedures.

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, standing, walking, bending, and stooping. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: July 9, 2026.