

## Chief Operating Officer

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The Chief Operating Officer has overall responsibility for all business functions associated with the smooth and efficient operation of the firm's three offices in Edmonton, Calgary and Yellowknife. This position is based in either Calgary or Edmonton and involves regular travel between our Edmonton and Calgary offices, with occasional travel to Yellowknife.

### **General Responsibilities:**

- Lead and develop a corporate and collaborative approach to strategy alongside the firm's Executive Committee.
- Drive the strategic and tactical planning process; work with Executive Committee and the Partnership to operate the firm's practice in accordance with the firm's strategic plan; evaluate the effectiveness of strategic planning initiatives.
- Demonstrate leadership through modeling the firm's corporate values.
- Collaborate with the firm's management team and each of the firm's Practice Groups to implement both firm and Practice Group specific goals.
- Research and remain current on trends in legal and corporate management to assist in and develop reporting and other mechanisms to ensure that Executive Committee, Practice Group Leaders and the Partnership are provided with relevant information.
- Examine and evaluate growth initiatives including merger and acquisition opportunities.
- Oversee and direct the operations of the firm's management team in all offices including financial management, human resources, information systems, marketing and business development, administrative policies and procedures, facilities management, and professional liability.
- Recruit, hire, develop and inspire the firm's management team to work at their best to attain exceptional levels of achievement.
- Oversee and direct implementation of the financial objectives of the firm including:
  - evaluate fiscal soundness, stability and profitability;
  - prepare and monitor annual budget as well as long term fiscal plans for the firm;
  - direct the development, implementation and adherence to departmental and Practice Group budgets and systems to achieve operating and financial objectives;

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- establish financial controls and guidelines to optimize cost effectiveness and profitability;
  - study and recommend improvements in financial systems and reports;
  - prepare financial profitability and other analyses as required.
- Identify operating priorities; develop, implement and monitor operational systems and procedures; set and balance priorities and allocate resources.
- Evaluate organizational structure and staffing to effectively accomplish the organization's goals and objectives.
- Oversee the human resources function in all offices from human resources planning to performance planning and standards, orientation, evaluation, salary administration and staff development. Direct the study, recommendation and administration of benefit programs and policies.
- Oversee associate review process and professional development including developing systems for effective communication of partnership expectations and issues arising from the evaluation process; gather, evaluate and make recommendations regarding associate salary.
- Oversee and assist with the development of the firm's articling students, including initial orientation activities, evaluations, and acting as a conduit to principals.
- Oversee the evaluation, enhancement and security of computer and telecommunication systems to ensure the integrity of the firm's data and efficient delivery of services to clients.
- Oversee the maintenance of the facilities, furnishings and equipment in all offices.
- Administer the firm's professional liability and other insurance policies; coordinate routine maintenance of and reporting of claims.
- Develop and maintain relationships with legal administrators in Edmonton and Calgary, with key consultants in the legal field, and with vendors.
- Coordinate lawyer/management functions such as retreats and meetings.
- Cultivate a positive firm culture and work environment through open, honest and timely communications.

### **Organization Relationships:**

The Chief Operating Officer reports directly to and sits with Executive Committee.

The Director of Business Development and Marketing, Marketing Manager, Accounting Manager, Manager of Human Resources, Information Systems Manager, Calgary and

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Yellowknife Regional Office Managers and the Manager of Library and Knowledge Management all report to the Chief Operating Officer.

### **Education and Experience:**

- Bachelor's Degree in Business Administration or related discipline.
- Master's in Business Administration will be considered an asset.
- Minimum 10 years of experience in a leadership or management role in a professional services firm, or equivalent business.

### **What you will find at McLennan Ross:**

- A highly professional environment that is built on a strong culture and spirit of teamwork.
- Proven high quality of service and commitment to our clients and each other.
- A challenging and progressive work environment.
- An employer who is committed to equity, diversity and inclusion.

### **Career Package:**

An excellent compensation package awaits the successful candidate.

Qualified and talented candidates may submit their resume via email and include a cover letter to include some career highlights that demonstrate a strong fit to our requirements to:

Steve Livingstone, Q.C. - Managing Partner  
McLennan Ross LLP  
600 McLennan Ross Building  
12220 Stony Plain Road NW Edmonton, AB T5N 3Y4  
E-mail: [steve.livingstone@mross.com](mailto:steve.livingstone@mross.com)

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### **About McLennan Ross:**

At McLennan Ross, you will find a community of people who are passionate about the work we do and who genuinely value and support one another. While we foster a team approach, we also value the diverse contributions and individuality of all our members.

With a shared commitment to excellence, we make a national impact through our work with clients across Canada. Our lawyers have been involved in numerous landmark cases, at all levels of the Canadian judicial system, including the Supreme Court of Canada. Many of our cases have profoundly affected the legal framework in which many businesses operate today.

Our open-door policy means you will benefit from a strong support base. It is our deep-seated belief that through continuous collaboration, we are not only providing our clients with the best possible service, we are cultivating an environment where everyone has the opportunity to learn and grow.

As a firm, we are defined by our values. They drive us. They inspire us. They inform everything we do.

### **Our Values:**

#### 1. Unrivaled Client Focus

Our client experience is second to none. We strive for excellence in Law and are always looking for creative, practical solutions to get the best results for our clients and the firm.

#### 2. Passionate and driven

We're all in! We are passionate about the work we do and are driven by results.

#### 3. Genuine and approachable

We are unpretentious and no one calls us stuffy. We welcome diversity and know that we are better together.

#### 4. Make a difference

We care about our clients, our community and each other and we want to make a difference in the lives of those around us.

Visit us online at [mross.com](http://mross.com).