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## **New York City** Chapter

### **Spotlight on: Chief Administrative Officer**

The Chief Administrative Officer oversees the management of the firm's offices. Supported by several Directors of Administration or Office Managers located in each office throughout a firm, a CAO is responsible for planning, budgeting, operations, staff management and practice support. They assist in the development and implementation of the firm's business plans, including the development of programs to maximize productivity, profitability and utilization, and support practice section leaders and other partners in managing profit components. The CAO also oversees the management of all functional departments, including practice support services such as paraprofessional, library, records, conflicts and docket functions, purchasing, facilities and travel services, to ensure efficient, effective service to clients, lawyers and staff. A CAO ensures adequate training and development for the office's managers and compliance with risk-management policies.

#### **A listing of Chapter Member titles that would report to the CAO:**

Administration Generalist	Manager Secretarial & Document Services
Administrative Assistants Supervisor	Office Administrator
Administrative Director, New York Office	Office Facilities Coordinator
Administrative Manager	Office Facilities Manager
Administrative Manager NY/DC	Office Manager
Administrator	Operations Manager
Assistant Administrator	Operations Specialist
Assistant Director - Operations	Secretarial Services Manager
Business Development Team Administrator	Assistant Director of Administration
Business Director	Assistant to NYC Director of Administration
Business Practices Administrator	Associate Director of Administration
Chief Administrative Officer	Associate Director Practice Assistant Services
Director of Administration	Director of Secretarial Support Services
Director of Administration & Operations	Paralegal Manager
Director of Facilities & Office Services	Secretarial Manager
Director of Office Administration	Secretarial Supervisor
Director of Office Operations	Staff Administrator
Director of Operations	Staff Supervisor
Facilities Manager	Word Processing Manager
Manager of Office Administration	
Manager of Operations Support	