



Research Services Specialist (Open to Various Locations)

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Department: Innovation

Employee type: Permanent

Working designation for the role: Hybrid

Full time / Part time: Full time

Location: Century City, California, Denver, Colorado, Los Angeles, California , Orange County, California, San Francisco, California, Silicon Valley, California

Hours of work per week: 40

Position summary

The Research Services Specialist supports the delivery of document retrieval, docket and case procurement, and basic legal research services using a variety of traditional and electronic resources. This role is responsible for providing timely and accurate information to attorneys and staff in support of legal and administrative needs across the firm.

Working as part of the Library & Research team, the Specialist collaborates with team members to manage research requests, support service delivery, and contribute to coverage across U.S. time zones.

Job duties and responsibilities

- Fulfill document delivery, docket and case procurement requests using the firm's Quest system and a variety of traditional and electronic sources in a timely and cost-effective manner.
- Monitor the Quest dashboard, self-assigns requests, and independently prioritize and manage each request.
- Coordinate resource training schedules as needed.
- Coordinate requests for materials from third-party libraries and facilitate interlibrary loans, as applicable.
- Respond to ready reference and light legal research requests using available tools and databases.
- Provide research support during West Coast business hours and contribute to coverage for end-of-day requests across all U.S. time zones.
- Provide backup support for Research Services Librarians and team members, as needed.
- Handle all requests and retrieved materials in accordance with firm confidentiality standards and protocols for managing sensitive client and matter information.
- Performs other duties as assigned.

Job duties and responsibilities included are not exhaustive and may be supplemented as necessary. Reed Smith reserves the right to revise or modify job duties and responsibilities at any time.

Requirements

Education

Bachelor's degree or equivalent experience required. Master's degree in Library and Information Science or paralegal certificate preferred.

Experience

Minimum of 2 years of library experience, preferably in a law firm setting.

Experience using legal research tools and document retrieval platforms, including LexisNexis, Westlaw, Bloomberg Law, and PACER.

Exposure to internal research request platforms (e.g., Quest) a plus.

Skills

Effective verbal and written communication skills, with the ability to work with attorneys, staff, and team members.

Strong organizational skills, with the ability to prioritize workload, manage multiple tasks, and meet deadlines.

Proficiency in Microsoft Office applications, including Microsoft Excel, and familiarity with library systems and databases.

Strong service orientation, with the ability to work both independently and collaboratively as part of a team.

Ability to identify issues and support solutions.

High level of attention to detail and accuracy.

Commitment to confidentiality and discretion.

Ability to work independently and collaboratively in a remote or hybrid work environment.

Ability to adapt to changing priorities and work demands in a fast-paced environment.

Additional information

Supervisory responsibilities

None

Equipment used

Personal computer and other office equipment such as telephone, calculator, copier, scanner, etc.

Essential job functions

Ability to sit or stand for extended periods and perform tasks requiring prolonged and/or extensive computer use.

Ability to use computers, telecommunications, and digital collaboration tools to perform core job responsibilities.

Ability to engage in effective and professional communication.

Ability to review information, maintain attention to detail, manage multiple priorities, and follow established processes.

Ability to access, use, and safeguard confidential and sensitive information while performing job responsibilities in work environments that support confidentiality, privacy, and information security requirements.

Ability to work in-office or extended hours as required to meet business or project needs.

Working conditions

You will be required to work in the office at minimum 4 days per week. Occasionally called upon to work hours in excess of your normal daily schedule. The details of your weekly schedule will be discussed further with your direct supervisor.

Pay ranges

This is a non-exempt position. The hourly wage ranges below are based on a 40-hour workweek, with estimated annual compensation ranges included for reference. Actual pay may vary based on various factors, including but not limited to location and experience.

Denver: \$32.69 – \$36.54 per hour (40-hour workweek; approximately \$68,000 – \$76,000 annually)

Century City, Los Angeles, Orange County: \$37.98 – \$42.31 per hour (40-hour workweek; approximately \$79,000 – \$88,000 annually)

San Francisco, Silicon Valley: \$42.31 – \$46.15 per hour (40-hour workweek; approximately \$88,000 – \$96,000 annually)

Employee benefits overview

Our comprehensive benefits package includes:

- 401(k) Retirement Plan
- Medical Insurance
- Health Savings Account (HSA)

- Virtual Health Services
- Dental Insurance
- Vision Insurance
- Accident Insurance
- Hospital Indemnity Insurance
- Critical Illness Insurance
- Life Insurance
- Short-Term Disability Coverage
- Long-Term Disability Coverage
- Flexible Spending Accounts (FSA)
- Lyra Health Employee Assistance Program (EAP)
- Paid Family Leave (for eligible Exempt and Non-Exempt staff)
- Transportation Benefit
- Back-up Child Care Services
- College Coach Program
- Pet Insurance
- Paid Sick Time (for Exempt staff)
- Paid Time Off (available to all full-time, non-temporary employees)

Reed Smith offers a challenging work environment, business casual dress code and a total compensation package that includes a competitive salary, flexible benefits program, tuition assistance, and generous 401(k) plan.

Reed Smith is an Equal Opportunity Employer with Core Values of Integrity, Excellence, Teamwork & Respect, Innovation, and Impact. Reed Smith also provides reasonable accommodations in accordance with law, including in the application and interview process.

Qualified candidates only. No search firms.

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