



Senior Knowledge and Research Services Manager (Remote)

O'Melveny is looking for dynamic and proactive Senior Knowledge & Research Services Manager to join our team in one of our U.S offices. The Senior Knowledge & Research Services Manager will help shape how O'Melveny delivers high-quality legal and business research support to lawyers, clients, and firm teams. This is a visible leadership role for someone who wants to strengthen the firm's research services, support consistent service delivery, and help the team use research tools, technology, data, and practical workflows more effectively. The Senior Manager will supervise and mentor research managers and analysts, oversee the firm's virtual request management system, and work closely with attorneys, practice groups, and department leaders to understand needs, set priorities, and deliver timely, reliable, and actionable research support. In collaboration with firm stakeholders, the role will help identify trends, improve service models, support training, and ensure that research services continue to meet the evolving needs of the firm.

The salary range for this role in CA is \$190,000 - \$250,000 and represents the firm's good faith minimum and maximum range for this role at the time of posting. The actual compensation offered to a candidate will be dependent on a variety of factors including, but not limited to, the candidate's experience, qualifications, and location.

Responsibilities:

Lead the day-to-day work of the research services function, set priorities, and align services with firm, client, attorney, and practice group needs.

Supervise research managers and analysts and provide clear guidance, coaching, professional development, and feedback.

Oversee research workflow across the centralized and virtual request management system to ensure requests are handled consistently, efficiently, and to high standards.

Monitor request data, service trends, attorney feedback, and practice group priorities to identify opportunities to improve research support, staffing, training, and workflows.

Partner with the Director of Information Services to develop short- and long-term goals for research services and help translate those goals into practical plans and measurable improvements.

Promote the firm's research services by building strong relationships with attorneys, practice groups, and business professionals and by setting clear expectations for service delivery.

Create, coordinate, and support training that helps research team members, attorneys, and staff use research tools, resources, and workflows effectively.

Provide subject matter expertise on legal and business research tools, research strategy, and best practices for delivering authoritative, efficient, and practical research support.

Work with Electronic Resources staff, research managers, vendors, and other stakeholders to evaluate, test, select, and improve research tools and services.

Participate in department and team initiatives that support broader Knowledge & Research Services goals.

Support other projects and duties as assigned. The role may occasionally require work outside normal business hours for urgent attorney or client needs.

Requirements

At least three years of experience managing people, including supervising, mentoring, coaching, and leading a team, is required.

Master's degree in library science or a related degree is required.

Ten years of progressive research experience in a legal environment is preferred.

Strong knowledge of legal and business research tools, platforms, resources, and research strategy, with the ability to explain them in practical terms.

Ability to lead teams, manage performance, build trust with stakeholders, and meet deadlines in a busy professional-services environment.

Ability to manage research workflows, assess service trends, and use data and feedback to improve service delivery.

Ability to create and support clear training, guidance, and communications for attorneys, staff, and research team members.

Excellent written and verbal communication skills, with the ability to explain complex research issues clearly and accurately.

Strong judgment about confidentiality, privilege, ethics, and the appropriate use of research tools and firm resources.

Service-oriented, collaborative, proactive, and practical, with strong problem-solving skills and sound judgment.

Strong organizational skills, with the ability to manage multiple priorities, make decisions, and adjust quickly as needs change.

Ability to work under time constraints and in a high-pressure environment while maintaining accuracy, professionalism, and client service.

Ability to work additional hours when needed.

You may apply at www.omm.com