



824 Market Street, Suite 85
Wilmington, DE 19801
302.888.2060

DLS Discovery is looking for an **Assistant Operations Manager (2nd Shift)** to start immediately in our Wilmington location.

DLS Discovery is a professional litigation support services company serving the Delaware legal community for over 15 years. DLS Discovery offers dynamic solutions in litigation support including: EDD, Document Retrieval, around the clock production services for binders, trial exhibits, mail fulfillment, and courier services extending from Washington, DC to New York.

The job's main function is to oversee production shifts to effectively and efficiently complete all client requests for production.

The **Assistant Operations Manager** job duties are as follows:

- Oversee Scanning and Electronic production requests
- Responsible for the creation and final inspection of deliverable volumes to client to check that deliverable specifications were followed in processing. These specifications primarily relate to the format and presentation of deliverable volumes (has OCR, data file fields, branding, etc)
- Quality Control and signoff on Work Orders for all completed production jobs
- Review and determine if additional training is needed
- Provide training and feedback to supervised employees
- Provide support with Quality Control of ALL outgoing mail prior to delivery to USPS or Overnight Service Provider
- Communicate with Assistant Operations Manager on status of jobs and production needs
- On-Call weekends on a rotating basis
- Ability to communicate effectively in a written and verbal manner. All communications with either other employees or clients must be made in a timely manner
- Staff support for Facilities Management department when needed
- Provide support for Courier department in absence of direct supervisor
- Transition production requests from one shift to the next incoming shift
- Assist with and provide feedback on employee reviews

Qualifications

- College Degree Preferred, 2 + years of industry experience required
- Computer literate with experience in Microsoft Office which includes Excel, Word, Access specifically. IPRO Proficiency a plus. Digital Waybill or similar courier software platform.
- Prior experience with supervisory skills required
- Attention to detail and ability to multi-task while exhibiting a professional manner at all times
- Must be able to work flexible hours i.e. working late or early if needed

To be considered for the position please send resume to careers@dlsdiscovery.net. Salary is commensurate with experience.