

LA Superior Court Civil Electronic Filing Specialist

Position Summary

File & ServeXpress the leading eFiling and e-Service provider, is seeking a Los Angeles Superior Court Civil Electronic Filing Specialist to assist with the rollout of the eFiling mandate in LA, build client relationships by providing successful service, and identify and document issues when filing. This position will be based locally in LA and will include work from home as well as onsite with our clients, File & ServeXpress is headquartered in Irving, TX.

File & ServeXpress offers a web-based service that allows attorney and legal assistants to file and serve their case pleadings and supporting documents to court clerks, judges and opposing counsel electronically. Legal professionals depend on File & ServeXpress to deliver court documents in a reliable, secure and timely manner. File & ServeXpress is a trusted provider to over 1,900 courts, 200,000 registered users and processes 3 million document exchanges per year. File & ServeXpress provides firms with a powerful office management tool, generating substantial savings, improving productivity, increasing bottom line profitability and allowing better control of their most valued commodity – time.

Our clients represent the largest 100 U.S. law firms, top law firms and prominent court jurisdictions across the country including California (San Francisco & Los Angeles), Delaware, Maryland, Illinois, Texas, Washington, DC and West Virginia.

Essential Job Functions

- Electronically file and serve documents using online portals
- Communicate with clients regarding questions or issues with their orders
- Communicate with court representatives to get clarification on rejections and local court rules
- Communicate with other vendors regarding client orders
- Document and share details about local rules as they are learned through communications and experience
- Create, track and follow up on all issues using an online ticketing system
- Update Client Relation Management System with relevant account details

Knowledge, Skills and Abilities

- Proven track record of successfully filing into LA Superior Court Civil courts
- Highly organized, detail oriented and prides themselves in their follow through
- Comfortable working on tight deadlines and remain calm under pressure.
- Ability to work in fast paced fluid environment
- Team player and positive attitude who is professional and courteous
- Ability to identify and solve problems, including court rejections
- Strong work ethic, energetic, motivated, and excellent communication skills
- Technologically savvy

Job Requirements

- LA Superior Court Civil filing experience.
- Understanding of the civil litigation process and court structures.
- Ability to travel within the LA area.
- Legal admin experience or trained paralegal.
- Self-motivated individual.