

Manager of Conflicts and Risk Operations

Selendy Gay PLLC is recruiting to grow a great team of professionals and add a **Manager of Conflicts and Risk Operations** who will support the daily execution of the firm's new business intake and conflicts review processes. This role focuses on ensuring timely, accurate, and compliant new hire and matter onboarding while providing operational guidance and issue-resolution support. The Manager serves as a key point of contact for intake and conflicts matters and handles complex reviews in collaboration with attorneys and internal stakeholders.

Responsibilities

Review and provide thorough, timely analysis of all firm new business, new hires, and firm initiatives to identify legal and business conflicts of interest.

- Utilize internal and external databases to review and analyze conflicts of interest reports related to clients, matters, and prospective business.
- Facilitate resolution of potential conflicts issues firm-wide.
- Advise on required waivers; assist in drafting waivers, ethical walls, engagement letters, and related documentation for Partner review and/or client submission.
- Proactively communicate with department leadership regarding complex conflicts questions and other compliance issues.
- Maintain thorough, accurate, and current records of all conflicts resolutions to ensure database integrity and support future conflicts identification and clearance.
- Investigate and resolve erroneous, outdated, or incomplete data in conflicts reports to maintain data accuracy across firm systems.
- Support daily intake and conflicts processing to meet service expectations and business needs.
- Review new business intake submissions for completeness, accuracy, and potential risk indicators.
- Apply firm policies and ethical standards to identify and resolve conflicts issues.
- Prepare summaries and recommendations for escalation, as appropriate.
- Assist senior leadership in reviewing and interpreting outside counsel guidelines, engagement terms, and due diligence questionnaires, identifying conflicts, operational impacts, and risk issues.
- Help maintain and enhance firm databases, including supporting workflow redesign and coordinating with cross-functional stakeholders.
- Conduct and oversee high-volume conflicts reviews.
- Perform KYC checks using third party resources.
- Contribute to the redesign of end-to-end conflicts and intake workflows to reduce redundancy, increase accuracy, and improve matter-opening speed.
- Assist with continuous review and improvement of practices to enable earlier risk identification and mitigation during the intake cycle.
- Provide day-to-day operational guidance to intake and conflicts staff.

- Serve as a point of escalation for complex or time-sensitive matters.
- Review work product for accuracy, consistency, and compliance.
- Assist with training and onboarding of new team members.
- Participate in testing, evaluation, and rollout of enhancements, integrations, and upgrades of Intapp Conflicts/Intake and other legal systems.
- Support maintenance and enhancement of internal e databases to ensure data integrity and reliable reporting.
- Serve as a primary contact for attorneys and staff regarding intake and conflicts questions.
- Communicate clearly regarding requirements, approvals, and next steps.
- Partner and coordinate with IT, analysts, finance, and other business teams, as needed.
- Support the use and maintenance of intake and conflicts management systems.
- Assist with documentation updates and process improvements.
- Help track basic metrics related to intake volume and turnaround times.
- Provide after-hours or urgent intake and conflicts support as business needs require.
- Participate in coverage rotations to support time-sensitive requests.
- Perform additional duties as assigned to meet the requirements of the position.

Requirements

Bachelor's degree required; JD preferred.

- 5+ years of experience in new business intake, conflicts, or legal risk operations at a law firm.
- Strong working knowledge of conflicts-of-interest principles and confidentiality standards.
- Familiarity with intake, CDD/KYC and conflicts management systems.
- Ability to manage multiple priorities and complex matters independently.
- Strong written and verbal communication skills.
- Experience supporting lateral hires or large volume checks.
- Demonstrated intake and conflicts subject-matter expertise.
- Strong attention to detail and follow-through.
- Knowledge of Intapp conflict checking, ethical wall, and business intake software a plus.
- Demonstrated ability to make sound recommendations and resolve issues using judgment consistent with applicable standards, policies, procedures, regulations, and laws.
- Ability to collaborate productively with firm personnel at all levels.
- Strong analytical, interpersonal, and organizational skills.
- Organized approach to work with a strong focus on accuracy, consistency, and quality.
- Strong legal research skills, with the ability to stay current on ethics and conflicts best practices and rules across relevant jurisdictions.

- Able to work under pressure, meet tight deadlines, work independently, adapt to changing demands, prioritize tasks effectively, and ensure complete follow-through on outstanding issues.

This is an exempt position and the annual salary range for this role is \$150,000 to \$190,000, commensurate with experience. This salary range reflects estimated base salary. Total cash compensation will be higher when factoring in year-end bonus and benefits.

If you are interested in applying for this position, please complete an application [here](#).

Selendy Gay PLLC is an Equal Opportunity Employer