



GLEND A RALEY
Office Administrator
Ulmer & Berne LLP
Cincinnati, Ohio, United States

Glenda attended the University of Arkansas at Fayetteville. She has been in Legal Administration over 25 years.

Q. What are the major issues you face as a legal administrator in your country?

A. Keeping up with changes in technology, security, and globalization, has resulted in administrators planning for tomorrow rather than reacting to it. The scope of issues is very broad, ranging from the changing role of support staff to having a “green” office. Client demands are ever increasing and remaining profitable through changes in the industry is a challenge. This means administrators must try new approaches to old problems and find solutions to new problems we never dreamed of 15 years ago.

Q. Where do you see legal administration headed in your country?

A. I think law firms will continue to see the value in having legal managers handle the business side of the practice to free up attorney time for billable matters. Attorneys would rather practice law than sit in management meetings discussing issues that can be handled by legal managers trained in that area.

Finish this sentence: By participating in PLMW, I hope to share with others what legal administrators do and reinforce with the attorneys in my office that my goal is to make their jobs easier.

Q. What initiatives have you taken or do you plan to take to promote the awareness of legal administration (one of the goals of PLMW)?

A. I am working with the local bar association to promote legal administration by developing programs our ALA chapter can do jointly with the bar as well as writing articles for the local bar association publication.

Q. Why is legal administration important to people in your country?

A. Hopefully by promoting legal administration we are also raising awareness of our legal system and attorneys that will have a positive impact on an industry that sometimes gets battered a bit.

Finish this sentence: A career in legal administration has given me challenges and rewards, taught me to deal with change, encouraged me to find unique solutions to problems, and allowed me to work with very forward thinking individuals who have helped me grow both personally and professionally.

Q. How do lawyers in your country view the legal management profession?

A. It is my hope that they view our profession as a group of dedicated leaders whose mission is to help them be the best they can be by providing support and knowledge that makes their businesses healthy and profitable.

Q. What types of programs would you like to see implemented in your country to advance this profession?

A. Raising awareness of the profession is the first step. Beyond that, developing educational programs in high schools and colleges that provide a curriculum geared toward the profession would provide future law firm leaders with the tools they need to be effective.

Q. How has legal administration evolved since you entered the field?

A. I think the legal industry as a whole, as well as the role of an administrator has changed over the last 25 years. The focus has become much more business oriented and the need for legal managers who are skilled in business matters is greater. Also, the emphasis on getting the right people in the right jobs, whether it be attorneys or staff, seems to be resulting in more efficient law firm environments and administrators play a larger role in that today than in years past.

Q. What does PLMW mean to you?

A. The fact that we are now considered a profession indicates the changing climate of the industry. Thirty years ago no one would have known what a legal manager was.

Q. What advice would you give to someone who wants to increase awareness in legal administration?

A. My advice would be to promote yourself in the community by getting involved with the bar, the local business newspaper, and other business organizations. When they learn what you do there will be opportunities to represent your firm and increase awareness in the profession by being a leader.

Q. In what ways can legal administrators increase the awareness of the legal profession among students?

A. Job fairs and speaking engagements at schools can give students an insight into the profession. Also, allowing students seeking summer jobs to shadow you in the firm would give them a peek into the life of a legal administrator.

Finish this sentence: When it comes to legal administration, I would be happy if the role of the administrator continues to be a vital one and our contributions are recognized by the attorneys we work with on a day-to-day basis.

Q. What advice would you give to someone in your country interested in entering the legal administration profession?

A. If someone wants a rewarding career filled with daily challenges in an ever changing industry, legal administration could be the place for them.