

TAMPA BAY BUSINESS JOURNAL



2020 BEST PLACES TO WORK

13 HOLLAND & KNIGHT LLP



Holland & Knight LLP

Extra large: 100+ employees

Location: Brandon

How would you describe your company to someone outside of your industry?

Holland & Knight was founded in the Tampa Bay region in the 19th century and now operates 25 U.S. and three foreign offices. The firm's more than 1,400 lawyers are highly respected and knowledgeable in their practice areas, which include corporate law, litigation, real estate, public policy and regulation, tax, health care and private wealth services. They are supported by a world-class team of nearly 350 professionals in the firm's operations center. These professionals manage a number of the firm's key departments, including accounting, finance, human resources, information technology, business intake, information governance, privacy and compliance, enterprise project management, and marketing.

What is your company culture in a #hashtag? #HKCares

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Are you currently hiring? If so, how many positions are open?

Holland & Knight's operations center employs professionals in areas such as accounting and finance, business intake, human resources, information governance, information technology, marketing, professional development and more. The operations center has grown more than 50 percent in the last four years and continues to expand as the firm continues to grow. Positions are posted on the firm's website and on LinkedIn. Candidates interested in working at the firm are encouraged to apply.

What is a common trait you find in ideal candidates? What's a common question you ask in the job interview process?

The firm seeks candidates with a strong work ethic and client-service focus who enjoy collaborating with others to improve the firm. We seek candidates who are committed to helping us provide superior legal services and who help to foster a diverse and inclusive workplace. Community service and charitable giving are hallmarks of the firm's identity and our employees are active participants in those efforts.

Authenticity is one of the most important qualities in a successful candidate. We want candidates to be honest about their strengths and their skill sets and to interview us as much as we interview them to be sure that the firm will be a good fit for them professionally.

A crucial part of a good workplace is culture. How do you ensure a positive and productive culture?

We focus on it and make it a priority. We want our employees to look forward to coming to work. First, we provide comprehensive benefits, which include generous paid leave, telehealth services, subsidized child and adult care, and an innovative wellness program. Second, we designed the operations center to be a productive, collaborative and comfortable work environment. It features a large cafe with subsidized Starbucks drinks and made-to-order deli lunches that serves as a popular employee gathering spot. Third, we prioritize and invest in technology to help our employees perform more efficiently and effectively, including establishing an innovation committee that is focused on just that — innovation. Fourth, we encourage a sense of community with our annual staff appreciation week, food truck Fridays and other fun activities, like our popular Halloween Spooktacular and chili cook-off. Lastly, we encourage our employees to work together to give back to the community and dedicate at least one paid day a year to helping others. This year, operations center employees volunteered at Feeding Tampa Bay, the Humane Society of Tampa Bay and Metropolitan Ministries, among other nonprofit organizations, and each summer they put on a carnival for foster children living at A Kid's Place.

How do you ensure new hires further that culture?

Our leaders are very involved and set a good example for employees. There is a consistent and frequent message that inclusion, teamwork, professional excellence and community service are important to the organization. The firm also gives each new hire a copy of the Holland & Knight Commitment, a document that expresses the firm's core values. A few years ago, the firm established the Living the Commitment Award, which recognizes employees who exemplify the values expressed in the commitment.

Holland & Knight has a serious and long-standing focus on inclusion and diversity. We are one of the few Tampa Bay-based companies that regularly earns a "perfect score" of 100 percent on The Human Rights Campaign's annual Corporate Equality Index, which measures LGBTQ+ inclusion practices. We also lead the legal industry with regard to the percentage of women, minority and LGBTQ professionals who are in leadership roles. We help further the value of diversity and inclusion by hosting engaging and educational speakers. For example, we recently offered a firmwide lunch and learn session featuring an interview with journalist Nikole Hannah-Jones, author of The New York Times' 1619 Project, a series of essays that re-examines the legacy of slavery.

Which of the following are offered by your company?

- Stand-up desks
- Snacks
- Health benefits
- Vision benefits
- Dental benefits
- Ability to work remotely
- Paid time off for charitable activities
- Off-site company outings

Are there any other perks offered? Or do you want to provide details on some of the ones above?

Holland & Knight's operations center boasts an onsite cafe that offers breakfast and lunch as well as a full coffee bar (proudly serving Starbucks items at a reduced cost) and a wide variety of inexpensive snack items. The firm also offers a number of company outings, activities and perks that most recently have included a holiday party for employees and guests at Topgolf Tampa, a coed kickball team with participants from several departments, board games in the cafe, casual Fridays and an onsite Friday food truck that rotates among several vendors. The firm also recently introduced HK Live Well, an innovative well-being program that features a mobile online platform with resources to help employees improve their physical and emotional health and overall well-being.

— *Carrie L. Weintraub, chief professional development and human resources officer*