

# Chambliss Names Susan Veal as Director of Operations

Chambliss, Bahner & Stophel, P.C. has named [Susan Veal](#) as the firm's director of operations.

"Susan has loyally served Chambliss for over 10 years and, along with her team, is to thank for many of the policies and procedures that have helped advance our firm," said President and Managing Shareholder [Mark Cunningham](#). "From developing the firm's information security and records retention policies to helping coordinate the firm's relocation in 2012, her forward-thinking and approachable leadership style creates a positive, future-focused environment that fosters new and continued growth."

In her previous position as the business and intake records manager, Susan helped lead many positive transitions and projects while ensuring efficiency. In her new role, she will be responsible for developing new policies and procedures to promote skill development throughout the firm, ensuring all attorneys receive the appropriate level of support to effectively deliver high-quality legal services to clients, and streamlining the management of administrative staff. As the firm's first director of operations, Susan's new position demonstrates an optimistic future of ongoing innovation and opportunity at Chambliss.

"Susan brings a significant amount of legal industry knowledge and forward thinking to our executive management team," said Executive Director [Tony Young](#). "Her ability to recognize and implement operating efficiencies will no doubt improve our service levels."

In addition to her new responsibilities, Susan will continue to manage the firm's processes for new business intake, records, professional compliance, technology advancements, and inputting and storing firm data. She will also collaborate with the information technology team, training personnel, and external partners to ensure policies and procedures are updated while keeping employees informed of best practices. Her organization and project management skills combined with 22 years of experience as a paralegal have allowed her to efficiently promote the firm's mission. Under her leadership, the firm achieved the global cybersecurity standard for law firms set by [Meritas](#), a global alliance of independent law firms.

"I'm honored not only to be recognized for my support over the years, but also to be trusted with this new role and the responsibility of Chambliss' ongoing success," said Susan. "This has been a year of growth. We have many exciting things coming, and I look forward to working with my colleagues to see these projects through to completion."

Originally from Rochester, New York, Susan received her undergraduate degree at Syracuse University before relocating to Chattanooga. She serves as president of the [Greater Chattanooga Area Chapter of the Association of Records and Information Management Professionals \(ARMA\) International](#) and is a member of the [International Legal Technology Association](#).

Read the Chattanooga article, "[Chambliss Names Susan Veal as Director of Operations](#)."

Read the Chattanooga Times Free Press article, "[Veal to Direct Operations for Chambliss Law Firm](#)."