



ARE YOU A FIT?

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# A LETTER FROM JIM

Are you never satisfied with the status quo? Would you answer an email on behalf of an associate at 5:00 on Friday afternoon? Do you consider yourself compassionate?

If this sounds like you, read on.

Like many companies, our beginnings were humble — growing from just me and one other employee (who would soon quit) to a statewide powerhouse. What has allowed us to achieve so much? The exceptional quality of our employees and our belief in them. We have a group of highly talented, dedicated individuals who are passionate about doing whatever it takes for our clients.

We are known nationally, not only for doing exceptional legal work, but also for being ahead of the innovation curve in our industry. Way ahead. We recently developed a legal software start-up. Why? An employee had an idea about how to improve the software we had been using —and we ran with it. He now owns the patent and is chief product officer of that company.

We have accomplished much since we opened our doors in 1997. And we have a lot more to do.

Our successes to date have given us a platform to build upon and do even more great things. But to achieve even more and fulfill our potential, we must continue to hire exceptionally skilled employees.

Smart, dedicated, passionate, achievement-oriented individuals who enjoy working among a team of equally dedicated coworkers. We are not the place for the disinterested, the complacent, or the mediocre.

We've written this booklet so prospective employees will understand what it's like to work at our firm — to give you a glimpse into who we are and what we are looking for.

But there's one more thing that you should know about us.

Besides looking for high achievers, we're also are looking for good people. People with character, strong values, who are good teammates, fun to be around. And kind. Our employees genuinely care for our clients and for each other.

I'm biased of course, but I believe this is a special place to work, and I feel privileged to work alongside such quality people who have helped our firm achieve so many remarkable things.

If this sounds like a place where you would fit in and make a mark, please consider joining us.

James Scott Farrin





## OUR PURPOSE

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*To provide quality legal services to  
as many people as possible*

Our purpose statement is a combination  
of quality work and volume. Many firms  
do well in one or the other.

But to do both is rare.

## VISION

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*To become the most successful law firm in North Carolina representing individuals through the quality of work and exceptional service of a high-performance team, utilizing superior marketing and technology.*

1. The first thing to note in our vision statement is that it is **ambitious**. To be the most successful law firm... We made this vision statement when we were not the most successful firm in our building, let alone our city, county, TV market, or state.

2. The vision statement also shows a **statewide reach**. Our vision is to provide legal services (and be the most successful at it) throughout the state of North Carolina.

3. Our vision is focused on **representing individuals**. Practice areas that focus on individuals, as opposed to corporations or large organizations, fit within our vision.

4. Our success is achieved through **both quality work and exceptional service**. It isn't enough just to provide quality work, we have to have a service component that clients appreciate to go along with it.

For us, exceptional service is provided from within a frame of authority. We are not waiters in a restaurant with the attitude that the "customer is always right." We are professionals. Our exceptional service comes from within our authority framework.


5. We achieve our mission by working as a **high-performance team**. A high-performance team combines individual accountability, goal-orientation, individual egos being subsumed for the betterment of the whole, and an atmosphere of positivity. The end product of the work of a high-performance team is quality work. And goals that are met — even exceeded.

6. The final component to our vision is utilizing **superior marketing and technology**. That's being an innovative, well-run business. The best businesses combine superior marketing, technology, and information, with great people.

# C U L T U R E

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*These are the 24 behaviors we've identified (in no particular order) that define the way that James Scott Farrin employees should work.*

A photograph of a man and a woman embracing warmly. The man is on the left, wearing a light-colored shirt, and the woman is on the right, wearing a dark patterned jacket. They are both smiling and looking at each other. The background is slightly blurred, showing other people in a social setting.

*“Other employers would have said: It’s your problem, not ours, but that’s not what happens here — and it’s touching. There’s a sense of wanting you to succeed.”*

## GO ABOVE AND BEYOND

Be willing to do whatever it takes to accomplish the job... plus a little bit more. Take the next step to solve the problem. Even if it takes doing something that’s not in your job description, it’s the extra mile that separates the average from the superstar. Be a superstar.

## REDUCE DELAYS

Be a fanatic about doing everything possible to reduce delays in a case. Every minute counts, every unnecessary delay is painful. Besides examining your own work flow for delays, look for processes that can be improved or ways you can help a teammate move a case.

## Be A Good Teammate

Be positive, upbeat, and caring. Encourage others and promote their growth.

## MAKE QUALITY PERSONAL

Take pride in the quality of everything you touch and everything you do. Always ask yourself, “Is this my best work?”

## COMMUNICATE DIRECTLY

Go directly to people when you have a problem or think something is wrong. This often clarifies misunderstandings. Don’t say things to others about someone else that you haven’t said to that person’s face. Be careful not to use email to avoid face-to-face meetings; email can often be misinterpreted.





## DELIVER RESULTS

While effort is appreciated, we reward and celebrate results. Set high goals, use measurements to track your progress, and hold yourself accountable for achieving these results.

## *Give Back*

We are connected to a larger community. Find a way to contribute to it outside of work, by giving your time, energy, and/or money.

## PAY ATTENTION TO DETAIL

From the spelling of a client's name to the wording on a pleading to the color on a logo... details matter. Be a fanatic about accuracy and precision. Double-check your work. Get the details right.

## COMMUNICATE POWERFULLY

Act and use words that communicate our competence, skill, diligence, experience, and passion. Don't let anybody think that we are weak or apathetic.





*“I’ve never had so much support at any other job. All these this promote happy people and when people are happy, they pass that generosity on to each other. It’s an amazing feeling to work in a place where you know your supervisors and colleagues have your back.”*

### ***Have Fun***

Enjoy what you do, and the people you work with. Look for opportunities to laugh and smile. Allow yourself to create a better work environment for yourself and everyone around you.

### **BE SELF AWARE**

Know yourself, and your strengths and weaknesses. Put yourself in a position to use your strengths and get help from others in areas where you are weak.

### **HONOR COMMITMENTS**

There’s no better way to earn people’s trust than to be true to your word. Do what you say you’re going to do, when you say you’re going to do it.

### **BE OBSESSIVE ABOUT ORGANIZATION**

We are busy. Regardless of the quality of your work, to be a star you must manage multiple issues, tasks, and promises. Maintain a clean and orderly work area. Use an effective task management system for prioritizing and tracking outstanding issues and responsibilities.

### **BE OBJECTIVE**

Get the right information and make decisions based on data whenever possible. Be aware of the potential for bias and seek input, including the perspective of others, to reduce judgment errors.

### ***Celebrate Success***

First, look for successes to celebrate. Don't overlook or take accomplishments or great things for granted. Join with your teammates to relive and savor the victories. This forms the basis for even more great things.



### **LEAVE IT BETTER**

Make sure that you leave everything in better condition than you found it. Don't be a drain or a burden. Solve problems – don't create or ignore them. Respect our workplace. If you see something that is out of place, return it; if you see something on the floor, pick it up.

### **BE PROCESS-ORIENTED**

World class organizations are built on a foundation of highly effective, repeatable processes. Look to create processes for every aspect of your work, and then turn those processes into habits.

### **DON'T BE A JERK**

Don't be rude to anyone, ever. Be respectful, especially to clients and coworkers, but even towards adversaries. We can vigorously represent our clients and strenuously fight for our positions without crossing that line.



### INNOVATE SOLUTIONS

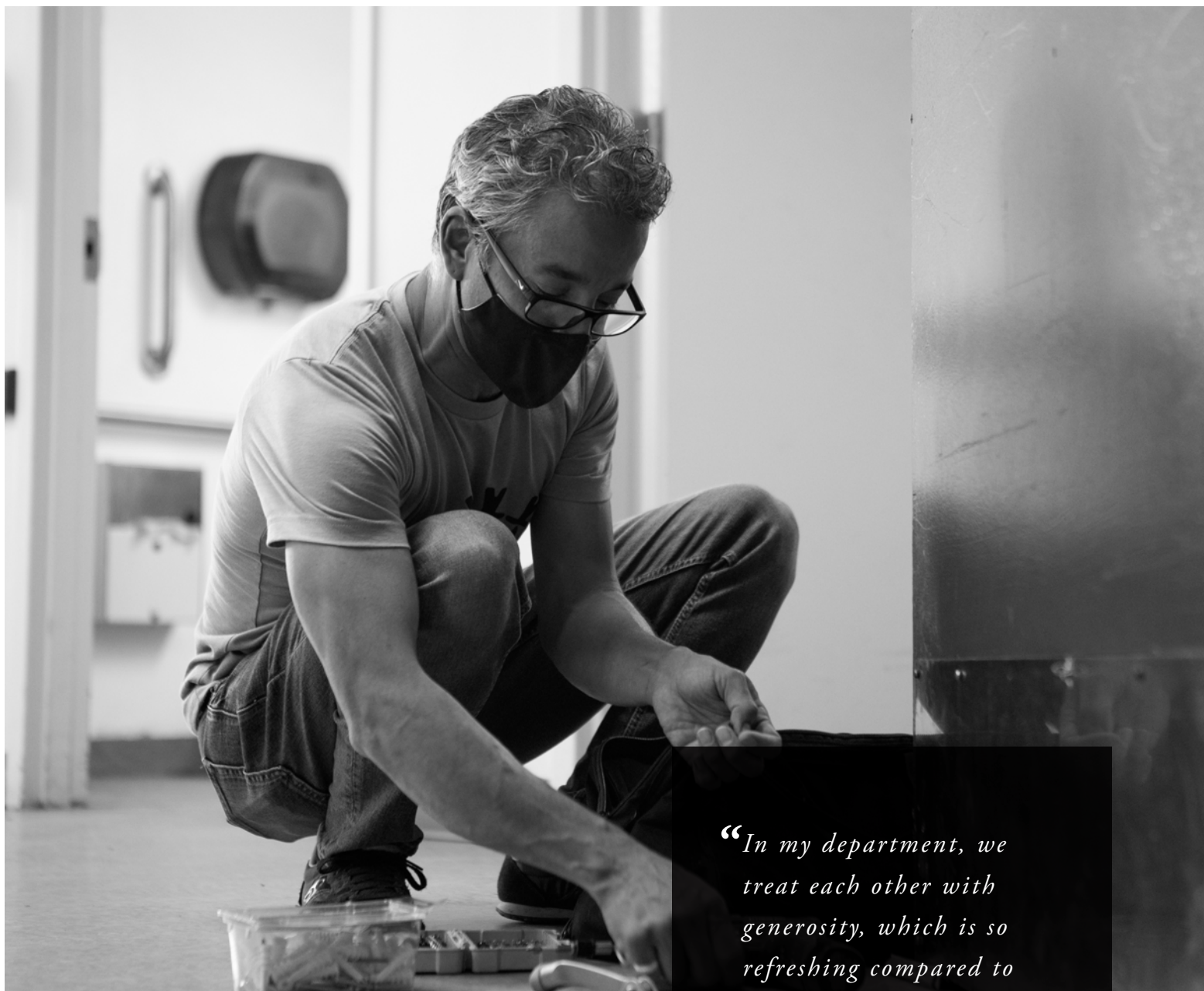
When you are stuck with a problem, try to find a new and better way forward. A creative solution may be at hand. That's how a lot of better mousetraps have been built here. Rapid trial and error can create prized solutions.

### *Empathize*

Our job is to help people. Be humble, understanding, and compassionate.

### PUT AWAY YOUR EGO

It's about the firm, our team, and our clients. Don't allow a focus on your own ego preferences get in the way. Be flexible and willing to make some personal sacrifices for the greater good.



*“In my department, we treat each other with generosity, which is so refreshing compared to other places I’ve worked.”*

### *Reset The Standard*

No matter how good you are, get better. The pursuit of excellence is a process that never ends for us. Complacency leads to demise. Compete against yourself, seeing how close you can come to perfection.

### **OWN YOUR OUTCOMES**

Take responsibility for your successes and failures. You are more likely to succeed if you take responsibility for getting a win despite difficult circumstances, instead of complaining about things beyond your control.

### **DO THE RIGHT THING, ALWAYS**

Demonstrate an unwavering commitment to doing the right thing in every action you take and in every decision you make, even when no one's looking. Always tell the truth. If you make a mistake own up to it, apologize, and make it right.





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Times are not always easy. We definitely see that with our clients, and we see that in our employees' experiences too. Illness. A loved one gets hurt or passes away. Family tragedies. Unusual financial pressures. Car or child care problems. Any sort of problem you can name — it can happen to any of us.

At our firm, we've got your back. Coworkers, at all levels, care. Hierarchy isn't our thing. Helping out when we can, some of us or all of us — that's who we are. When you walk in the door at this firm, please know we have high expectations. And one of them is to be a caring human being. I ask you to take notice when someone needs a hand. Our purpose is what makes what we do at this place more than a job.

Our work makes lives better — including our own. ”

James Scott Farrin



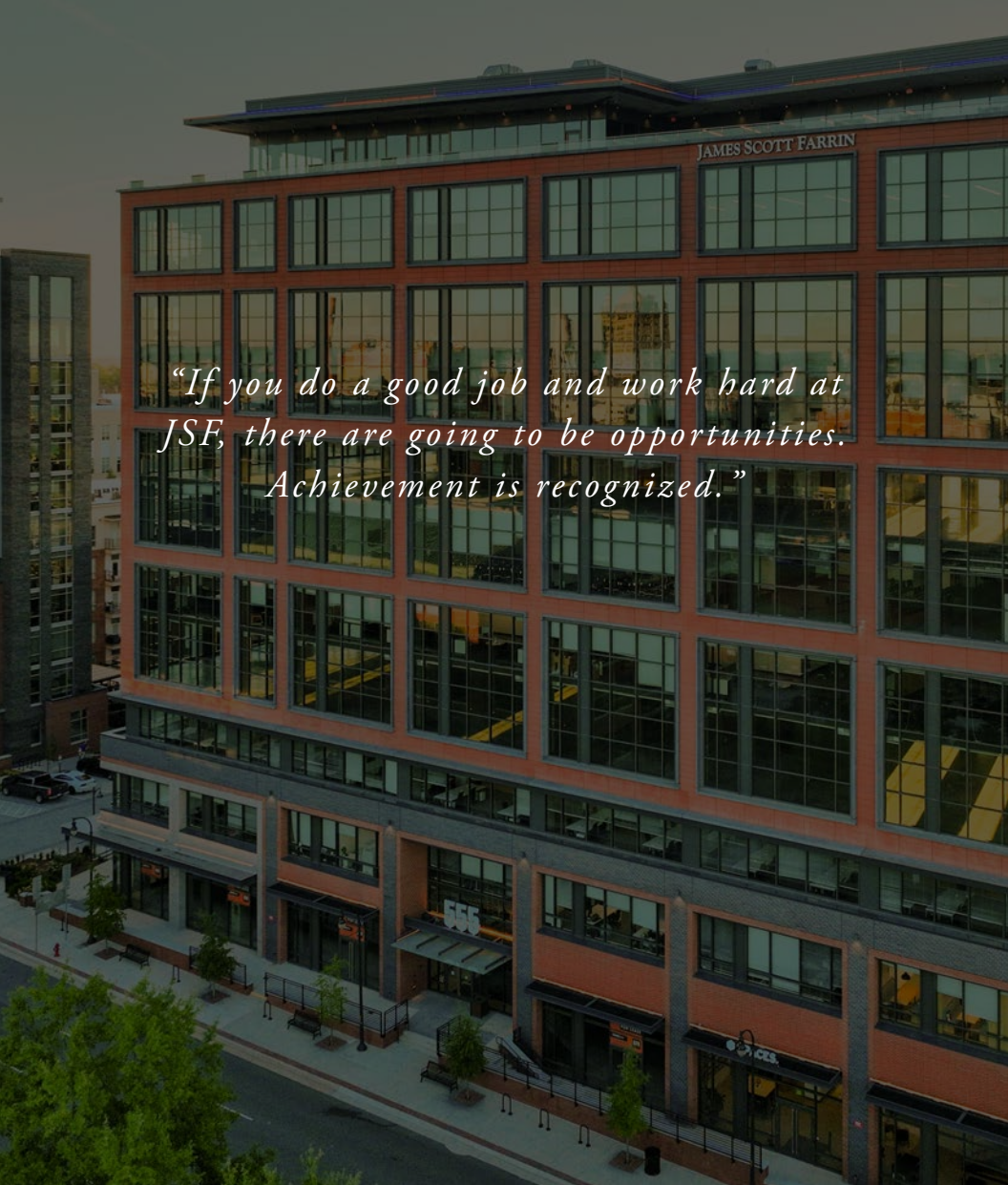


## WHAT WE OFFER

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- Full medical/dental/vision benefits
- 401(k) with company match
- Short-term disability, long-term disability, supplemental insurance policies
- Free \$50,000 life insurance policy
- Firm-wide social and educational events
- Committees (Social Events, Social Service, Farrin Fit, etc.)
- An opportunity to give back to the community
- A chance for our highest performers to receive exceptional long-term bonuses
- Employment that promotes professional growth and plays to your strengths
- The opportunity to be a part of an elite, high-performing team that achieves great things
- The ability to have fun with a great team
- Competitive pay, with great benefits, in a beautiful office setting (with free coffee!)





*"If you do a good job and work hard at JSF, there are going to be opportunities. Achievement is recognized."*

## JAMES SCOTT FARRIN

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