



JAY OTERO

Operations Manager

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Jay joined Hill Ward Henderson in 2018 and serves as Operations Manager, overseeing the Copy Center, Mail Room, Hospitality, Reception, and Scanning departments. He also manages vendor relationships for both the Tampa and Clearwater offices, including lease management. Jay is responsible for developing and maintaining the operational budgets for both offices, with a focus on expense control and monitoring market trends to ensure fair value and peak efficiency.

With more than 30 years of experience in law firm operations, Jay has dedicated his career to building and leading high-performing operational teams. He has managed large operations teams across four cities in three states and played a key role in establishing operational procedures for numerous law firms. Before his career in law firm operations, Jay worked as a nurse for five years.

Jay attended Pasco-Hernando Community College and earned his nursing degree from Erwin Technical College.

Outside the office, Jay enjoys spending time with his family, serving as an assistant pastor at his church, and connecting with his neighbors.