

WE Senior Coordinator

PeopleSoft Job Code / Title: 6632 / Workplace Experience Sr.Coord
Department / Subdepartment: Workplace Experience (WE)
Organizational Relationship: Reports to the WE Manager
FLSA Status: Exempt
UCM Level: N/A
Last Updated: December 11, 2024

General Summary:

The WE Senior Coordinator ("Senior Coordinator") supports the WE Manager(s) and helps guide a team of customer-focused professionals to deliver a best-in-class experience for internal and external clients of the firm.

The Senior Coordinator promotes initiatives and embodies behaviors aligned with departmental vision and goals to support the local office workplace. The Senior Coordinator is a leader and a self-starter; someone who can steer and motivate a team and is attuned to client needs to effectively develop and implement solutions.

Essential Duties and Responsibilities:

"Essential Duties" are those that an individual must be able to perform with or without reasonable accommodation.

1. Cultivates a genuine and personal connection with all clients and creates a customized experience so they can work seamlessly, productively, and efficiently
2. Provides best-in-class client service that is timely, accurate and seamless; demonstrates sound judgement and problem-solving acumen
3. Identifies and implements innovative ways to streamline and enhance service delivery to maximize the in-office working experience of colleagues, guests, and clients
4. Contributes to day-to-day oversight of local WE Host and Agent teams in conjunction with WE Managers, including assisting with team staffing/resource allocation and distribution of work, onboarding and training of new team members, team coaching and development, and sharing performance feedback.
5. Helps interface with internal clients on behalf of local WE team including by providing WE orientation to all new personnel in the office
6. Leads team by helping to prepare policies and standard operating procedures (SOPs); determines and implements process improvements
7. Manages local inventory of equipment and other resources to ensure functionality and productivity of individuals working in the office
8. Works with manager to monitor department expense allocation, address variances to budget, and other financial management duties of the department; exercises strong fiscal judgment and discipline
9. Utilizes and maintains integrity of databases, supports data entry of required reports and other digital tools associated with service delivery, as requested
10. Assists the WE Managers in leveraging and interpreting data to manage dynamic utilization of office space, including through periodic space audits, and makes recommendations for improvement
11. Assists in the completion of the business continuity plan and is a member of the emergency preparedness team; follows security and emergency procedures as defined for the property

12. Assists with the creation of routine operational and/or administrative procedures for the most effective and efficient utilization of the conference center including by working with the WE Managers and relevant vendors on the office catering program, food and beverages offerings, and conference center equipment
13. Promotes effective work practices, working as a team member, and showing respect for co-workers
14. Performs other duties as assigned

Knowledge, Skills & Abilities

- Ability to foster an atmosphere of belonging
- Ability to exhibit authenticity and a sense of connection
- Effective communications skills and ability to adapt
- Ability to maintain composure and find a path forward regardless of obstacles
- Ability to think critically and recognize the big picture to make informed decisions
- Exceptional judgment and decision-making skills
- Organizational acumen and impeccable attention to detail
- Understanding of technology platforms and resources
- Ability to prioritize and juggle multiple demands with ease
- Ability to act as a catalyst, building strong partnerships and leveraging connections to get the job done
- Ability to handle confidential and sensitive information with discretion
- Knowledge of health and safety standards and regulations

Position Specifications*Education*

- High school diploma or equivalent required
- Bachelor's degree preferred

Work Experience

- A minimum three years' hospitality or customer service management experience required
- Hotel management, facility/office management, law firm, or corporate environment experience preferred

Working Conditions and Physical Demands

- Deliver and set up office supplies and equipment
- Ability to frequently move throughout office by walking or through other means of mobility
- May be asked to perform physical activities that require considerable use of arms and legs and movement involving the whole body, such as lifting, carrying, pushing, and pulling (up to 25 lbs.), balancing, walking, stooping, grasping, and handling of materials
- Frequently move (e.g., walk) around the office
- Spend extensive time using a computer, including use of a PC keyboard and mouse or similar data input devices required
- Travel may be required
- All Latham & Watkins positions are in a typical indoor office environment

The statements contained in this position description are not necessarily all-inclusive; additional duties may be assigned, and requirements may vary from time to time, and from location to location.