

# Workplace Experience Coordinator

**PeopleSoft Job Code / Title:** 6634 / Workplace Experience Coord  
**Department / Subdepartment:** Workplace Experience  
**Organizational Relationship:** Reports to Level 3 or above  
**FLSA Status:** Non-Exempt  
**UCM Level:** Level 2  
**Last Updated:** August 5, 2025

## Department / Subdepartment Overview

The Workplace Experience (WE) team provides a world-class experience for internal and external clients of the firm, wherever they are in the world. Specializing in genuine connections and providing services that seamlessly anticipate and resolve client needs.

## Role Overview

The Workplace Experience (WE) Coordinator is an essential member of a team of customer-focused professionals dedicated to delivering a best-in-class experience for both internal and external clients of the firm, whether remote or in-person. The WE Coordinator is responsible for promoting initiatives and embodying behaviors aligned with departmental vision and goals. As a self-starter, the Coordinator is attuned to client needs, effectively developing and implementing solutions to enhance the overall client experience.

## Essential Duties and Responsibilities:

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

1. Cultivates genuine connections with clients, providing best-in-class service that is timely, accurate, and seamless; consults with clients to tailor requests and offers guidance in a poised manner
2. Acts as a resource for Latham & Watkins employees regarding facilities operations; coordinates purchasing, maintenance, and inventory of office supplies and furniture, liaising with property management and vendors
3. Serves as a member of the Life Safety/Emergency team, ensuring health and safety protocols are followed; assists with ergonomic evaluations and recommends adjustments to equipment for end-users
4. Utilizes and maintains the integrity of databases and digital tools associated with service delivery, supporting data entry and report generation
5. Promotes effective work practices, works as a team member, and shows respect for co-workers

## Knowledge, Skills & Abilities

- Ability to foster an atmosphere of community, exhibiting authenticity and a sense of connection
- Effective communication skills and adaptability, maintaining composure and finding a path forward regardless of obstacles
- Ability to think critically and recognize the big picture to make informed decisions, demonstrating exceptional judgment and decision-making
- Organizational acumen and impeccable attention to detail, with an understanding of technology platforms and resources

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- Ability to prioritize and juggle multiple demands with ease, acting as a catalyst to build strong partnerships and leverage connections to get the job done
- Ability to handle confidential and sensitive information with discretion, with knowledge of health and safety standards and regulations
- Knowledge of foreign languages and customs, enhancing cultural understanding and communication

## **Position Specifications**

### *Typical Experience*

- A minimum of two years' workplace experience or related experience required

### *Education*

- High school diploma or equivalent required

## **Working Conditions and Physical Demands**

- Frequently move (e.g., walk) throughout the office
- Extensive time performing physical activities that require movement involving the whole body, such as lifting, carrying, pushing, and pulling (up to 25 lbs.), balancing, walking, stooping, grasping, and handling of materials
- Extensive time using a computer including use of a PC keyboard and mouse or similar data input devices is 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.