

# Workplace Experience Host

<b>PeopleSoft Job Code / Title:</b>	6548 / Workplace Experience Host
<b>Department / Subdepartment:</b>	Workplace Experience
<b>Organizational Relationship:</b>	Reports to Level 3 or above
<b>FLSA Status:</b>	Non-Exempt
<b>UCM Level:</b>	1
<b>Last Updated:</b>	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) Host is an integral part of Latham's Workplace Experience team, responsible for providing a warm, professional welcome to the Latham offices. As the first step in a guest's journey and the face of the firm, the Host sets the stage for a positive and productive stay. The Host plays a crucial role in the vision and execution of the Workplace Experience, which integrates people, space, and technology to deliver a globally consistent, welcoming, and productive experience, wherever you choose to work.

## Essential Duties and Key Responsibilities

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

1. Welcomes all personnel and external visitors; registers visitors; coordinates details with building security and administration, and answers all calls and inquiries at the front desk; escorts guests to their destination according to standard protocol; maintains Workplace Experience and other relevant inbox communication, and executes various support tasks
2. Anticipates internal and external guest needs by understanding in-office services and work areas; builds and maintains guest profiles to tailor support, and executes processes and strategies for in-person client support utilizing the firm's Workplace Experience technology tools
3. Coordinates internal and external office events, spot cleans and reconfigures amenity spaces, and executes the food and beverage experience including menu planning and vendor sourcing; provides first-line technology assistance, ensures audiovisual equipment is functioning, and supports standard equipment needs for guest setups
4. Provides safety and emergency response information to guests, maintains inventory of emergency kits and ensures proper storage of hazardous materials; reports/removes unsafe furniture or materials; may serve as Fire Warden or similar emergency response role, depending on jurisdiction
5. Promotes effective work practices, works as a team member, and shows respect for colleagues

## Knowledge, Skills & Abilities

- Ability to foster an atmosphere of belonging, communicate effectively, and adapt with ease, demonstrating high emotional intelligence and appropriate behavior
- Ability to think critically, recognize the big picture, and make informed decisions, while maintaining composure and exceptional judgment in challenging situations

- Possess strong organizational skills and attention to detail, with a solid understanding of technology platforms and resources, adept at navigating various applications
- Ability to thrive in a fast-paced, ever-changing environment, prioritizing multiple demands and producing innovative solutions, while building strong partnerships and leveraging connections
- Ability to handle confidential and sensitive information with discretion, with knowledge of health and safety standards, foreign languages, and customs to enhance cultural understanding

## Position Specifications

### *Typical Experience*

- Experience in hospitality or customer service management experience preferred

### *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 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
- 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.