

Client Services Coordinator

Client Services Department

Summary:

The Client Services Coordinator provides support and oversight to all Firm departments for meetings, conferences, and events internal to the Firm. In addition, this position will provide high quality service to the lawyers, clients, staff, and visitors who require conference center services. This includes all aspects of conference room scheduling including reservations, confirmations, room configuration, catering services, and regularly monitoring conference room availability. The Client Services Coordinator will ensure the accurate and timely communication to and from lawyers, clients, staff, and visitors and those departments involved in providing service to the conference center. Use of experience and judgment to effectively assist lawyers, clients, staff, and visitors in preparing for and hosting meetings.

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Qualifications:

- Strong client services background, with emphasis on organization, initiative, and attention to detail.
- Ability to accomplish requirements of position in high volume work environment requiring excellent time management and multi-tasking skills.
- Excellent verbal and written communication skills with emphasis on exceptional interpersonal communication skills, including the ability to listen to issues affecting the conference center and propose solutions.

Duties and Responsibilities:

- Maintain the highest level of professionalism when interacting with lawyers, clients, staff, and visitors who require conference center and other services.
- Consult with lawyers, clients, and staff to determine objectives and requirements for meetings, depositions, closings, training, and special events.
- Plan and develop event logistical timelines, catering orders, and task assignments to ensure timely and accurate execution of services for events.
- Lead the planning, coordination, and execution of Firm-hosted events originating from the New York office, including internal meetings, training sessions, receptions, and off-site functions such as practice group dinners and social gatherings at restaurants or private venues.
- Coordinate all aspects of the annual New York office holiday party, including venue research, catering proposals and estimates, collaborating with internal stakeholders on menus, and managing related event logistics.
- Answer, screen, direct, and place telephone calls and direct lawyers, clients, staff, and visitors to appropriate destinations.
- Display a positive and helpful attitude and provide a hospitality/concierge style level of service in the Conference Center when assisting lawyers, staff, clients, and visitor needs.
- Schedule and reschedule meetings and conference rooms. Coordinate catering, room set-up, and equipment needs with other departments that support the conference center.

Qualifications (continued):

- Ability to perform moderate document management with a working knowledge of various software packages such as Word, Excel, and PowerPoint; including but not limited to, Word - creating and editing documents; Excel - creating basic spread sheets or editing existing documents; PowerPoint - editing and loading existing documents onto laptops for meetings.
- General knowledge of audio-visual systems to allow basic set up for microphones and other technology used to support meetings.
- Must be able to operate and troubleshoot, scanners, copiers, and other basic office equipment.
- Minimum 2 years front desk experience in a professional environment required, law Firm experience preferred.

Requirements:

- Ability to learn and utilize room management system.
- Exhibit a willingness to be flexible and work alternative shifts and share in overtime as necessary to ensure adequate coverage during weekdays, weekends, holidays, and social events.
- Working collaboratively with co-workers, and those departments that provide service to the conference center, including Catering, facilities, AV, and ITS.
- Associate degree required; bachelor's degree preferred.

Duties and Responsibilities (continued):

- Work closely with meeting organizers to identify requirements for catering, room configuration, and audio-visual equipment. Ensure logistics are available and communicate with supporting departments.
- Schedule and reschedule meetings and conference rooms. Ensure all aspects of conference reservations are complete with relevant and accurate information. Adjust to accommodate current and last-minute changes and requests.
- Complete knowledge of each conference room, including seating capacity, audio-visual equipment, and functionality to ensure appropriate room is assigned based on meeting requirements.
- Reserve, change, and track Visitor Offices.
- Assist lawyers, clients, staff, and visitors with requests for special arrangements or services, including transportation, restaurant, travel, and lodging.
- Respond to all requests in an accurate and timely manner.
- Develop excellent working relationships with lawyers, staff, and clients.
- Scan, copy, print, mail, and other administrative tasks designated by Supervisor.
- Assist lawyers, staff, and visitors with basic technology and audio-visual equipment such as laptops, telephones, and lighting as necessary for presentations, etc.
- Coordinate Conference Center cleaning with facilities staff.
- Keep Reception, office, and surrounding areas clean and organized.
- Assist Firm staff with sundry duties at desk such as stuffing envelopes, affixing labels to outgoing mail (to be approved by supervisor).
- Proactively share timely feedback to management on any issues that affect client services and the conference center.

Duties and Responsibilities (continued):

- Inspect conference rooms and visitor offices for supplies, appearance, general maintenance, and functionality of furniture and equipment daily.
- Inspect conference rooms for accuracy. Ensure room set-up is consistent with reservation, including catering, technology, and configuration.
- Assist with conference room set-up and breakdown as needed.
- Maintain workplace security and provide Reception and Security with a list of external meeting attendees. Identify high-profile visitors (celebrity, public figures, etc.) and coordinate arrival and departure with Covington Security.
- Manage last minute and/or mid-meeting needs (catering, time extensions, supply and equipment requests, visitor office use, additional conference space, etc.).
- Meet and greet (for client-only meetings/events, meetings hosted by lawyers from other offices, and other high-profile meetings when necessary).
- Attend and facilitate Daily and Weekly Conference Review meeting with Catering, Audio Visual, and Facilities. Verify equipment and catering needs, follow-up on any “questionable” meetings (double booked, incomplete information, inappropriate room assignments, etc.) and confirm video conference connecting locations.
- Coordinate video conference meetings and related services at all participating sites, equipment testing as needed, mid-meeting troubleshooting as needed.
- Train local staff on room management functions and capabilities (viewing meetings, pulling metrics reports, updating reservations, etc.), answering Client Service Specialist questions, educating secretarial staff and other requestors on new Client Service policies and procedures including room confirmations, scheduling across Firm offices, visitor office bookings, and the importance of contacting Client Services with updates to existing reservations. Addressing concerns of support groups regarding notifications, information contained in reports, and any other questions related to room management. Create “hot tips” for Client Services specialists with Client Services Manager to improve the scheduling process.

Duties and Responsibilities (continued):

- Add, remove, and update room and user profiles for all sites and communicate changes to Client Service Specialists and Supervisor. Create room lists, update menus and equipment inventory; changing building site password and updating Firm Intranet to reflect changes.
- Participate in meetings relating to Client Services and local administrative issues, car orders, scanning/copying, training sessions, C&B volunteer projects, assisting visiting lawyers and staff, meeting deliveries.
- Collaborate with other offices and provide remote support of Firm-hosted events (i.e. – Boston), including venue research, catering menus, and managing event logistics.
- Timely and regular attendance.
- Performs other duties as assigned.

Salary Range is \$64,000 - \$81,000

Status: Non-Exempt

Reports To: DC Client Services Manager

Workplace Type: On-site

Candidates hired for staff positions with a minimum work schedule of 30 hours per week are eligible for a comprehensive benefits package, including healthcare insurance. Learn more about benefits at Covington.

<https://www.cov.com/en/careers/staff/benefits>