

# Client Services Specialist

## Conference and Events Department

**Summary:** The Client Services Specialist 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 using the Event Management Software System (EMS), including reservations, confirmations, meeting set up, coordinating catering services, and regularly monitoring conference room availability. The Client Services Specialist 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 holding 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.
  - 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 document onto laptops for meetings.
- ### **Duties and Responsibilities:**
- Maintain the highest level of professionalism when interacting with lawyers, clients, staff, and visitors who require conference center and other services.
  - Answer, screen, direct, and place telephone calls and directing lawyers, clients, staff, and visitors to appropriate destinations.
  - Maintain a hospitality/concierge style level of service in the Conference Center in order to assist with lawyers, staff, clients, and visitor needs.
  - Schedule and reschedule meetings and conference rooms including coordinating catering, room set up, and equipment needs with other departments that provide service to the conference center.
  - Work closely with conference room requestors to achieve the required core pieces of data necessary for each reservation, and entering the information into EMS.
  - Ensure that all aspects of conference room reservations are completed with relevant, accurate information to facilitate successful meetings and adjust as necessary to accommodate current and last minute changes.
  - Become accustomed to the capability of each conference room, including seating capacity, AV equipment, etc. to ensure appropriate room reservation for meeting requirements.
  - Track, change, and coordinate 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.

### **Qualifications (continued):**

- 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 copiers and other basic office equipment.
- Prior front desk experience in a professional and/or law firm environment a plus.
- Ability to learn and utilize EMS 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 harmoniously with co-workers, and those departments that provide service to the conference center, including Catering, Office Services, and ITS.
- Requires the daily usage of an in-ear communication device.
- You must be fully vaccinated against COVID-19 by your hire date to be eligible for starting in the role. Proof of vaccination will be required. Covington will provide reasonable accommodation(s) based on medical or religious grounds for qualified candidates.

### **Duties and Responsibilities (continued):**

- Scan, copy, print, mail, and other administrative tasks.
- 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 office services staff.
- Keep main desk and surrounding area in a neat and orderly fashion.
- Assist Firm staff with sundry duties at desk such as stuffing envelopes, affixing labels to outgoing mail (to be approved by supervisor).
- Proactively provide timely feedback to management on any issues that affect client services and the conference center.
- Position entails standing on a regular basis, sometimes for extended periods.
- Timely and regular attendance.
- Performs other duties as assigned.

**Status:** Non-Exempt

**Reports To:** DC Client Services Manager