

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.

Email Resume [Here](#) to Apply

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.
- 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.

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 document 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 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.

Duties and Responsibilities (Continued):

- 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.
- 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 providing 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.
- Uphold high standards of confidentiality, discretion, and integrity, particularly with respect to all sensitive and/or confidential firm and client information to which this position will have access.

Status: Non-Exempt

Reports To: DC Client Services Manager

Workplace Type: Onsite (Hours: 10:30 am – 7 pm)

Salary range of \$47,000- \$67,000.

Covington will consider qualified applicants with arrest or conviction records for employment in accordance with applicable laws, including the California Fair Chance Act, the Los Angeles Fair Chance Initiative for Hiring Fair Chance Ordinance, the Los Angeles County Fair Chance Ordinance, and the San Francisco Fair Chance Ordinance.