

Client Services Specialist

Client Services Department

Summary: The purpose of the role is to provide high quality service to clients, lawyers, staff, and visitors who require support services. This includes all aspects of office support, including the conference center, administrative support, and office services. The CSS will assist with the smooth running of the office environment, ensure accurate and timely communications and task delivery and will monitor the maintenance of equipment and supplies. The role will be based in the Frankfurt office.

Duties and Responsibilities:

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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.
- Maintaining the highest level of professionalism when interacting with clients, lawyers, staff and visitors who require support services.
 - Answering, screening, directing and placing telephone calls and directing clients, lawyers, staff and visitors to appropriate destinations.
 - Maintaining a hospitality/concierge style level of service in the office in order to assist with clients, lawyers, staff and visitor needs.
 - Scheduling meetings and conference rooms including coordinating catering, room set up and audio visual, VTC equipment needs.
 - Assisting clients, lawyers, staff and visitors with requests for special arrangements or services, including visitor offices, transportation, restaurant, travel and lodging.
 - Responding to all requests in an accurate and timely manner.
 - Developing excellent working relationships with clients, lawyers and staff.
 - Scanning, copying, printing, mailing and other administrative tasks.
 - Assisting clients, lawyers, staff and visitors with basic technology and audio-visual equipment such as laptops and audio needs and VTC.
 - Coordinating Conference Center cleaning with office services staff.
 - Keeping front of office and surrounding area in a neat and orderly condition.
 - Assisting firm staff with sundry duties at desk as needed.
 - Proactively providing timely feedback to management on any issues that affect office support needs or conference rooms.

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, fax machines, copiers, and other basic office equipment.
- Minimum 2 years front office experience in a professional environment required, law firm experience preferred.
- Operational knowledge of English language.
- Ability to learn and utilize EMS, Chrome River and Elite 3E time entry system.
- Exhibit a willingness to be flexible and work alternative shifts and share in overtime as necessary to ensure adequate coverage during core business hours.
- Working harmoniously with co-workers, and firm wide departments that provide support to clients, lawyers and staff.

Duties and Responsibilities (continued):

- Assisting with administrative support for lawyers as necessary, including arranging meetings, opening and sorting mail, handling mass mailings, preparing file folders, photocopying and scanning, scheduling appointments and meetings and making travel arrangements.
- Maintaining courteous and professional relationship with clients, visitors and vendors. Handles all routine requests with vendors.
- Handling and/or participating in special projects as necessary.
- Processing all vendor invoices for payment using Chrome River.
- Processing lawyer expense for reimbursement using Chrome River.
- Monitoring office expenses and monthly credit card reconciliation within office budget guidelines.
- Assisting in the organization and coordination of firm functions including, but not limited to holiday party, staff appreciation day, etc.
- Participating in meetings as required.
- Handling and/or participating in special projects as necessary.
- Together with the Managing Director of Administration, monitoring the operations of the following functions; catering, conference and audio visual technologies, mailroom/office services and facilities.
- Monitoring all photocopiers and printers to ensure proper function, replenish paper and toners , clear, distribute or destroy unclaimed print jobs.
- Ensure ongoing maintenance of photocopiers and printers.
- Maintaining appropriate stocks in all kitchen areas and coordinating re-ordering of supplies as needed.
- Assist with the records destruction process consistent with firm policy.
- Coordinating office moves.

Duties and Responsibilities (continued):

- Investigating and resolving complaints including those related to HVAC, supplies, equipment and staffing.
- Together with the Managing Director of Administration, monitoring office coverage and staffing.
- Timely and regular attendance.
- Performs other duties as assigned.

Reports To: Director of Administration

Status: Non-Exempt

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