

Client Services Supervisor

Client Services Department

Summary: The Client Services Supervisor provides an exceptional standard of service to those using the conference suite. This includes all aspects of conference room scheduling using the Event Management Software System (EMS).

This position will provide leadership and development to team members; be responsible for and manage day-to-day service quality and continuous improvement; serve as an initial point of contact for customer/team queries, and assist the team in troubleshooting customer concerns. This role will also work proactively with other service teams of the Firm to ensure the effective and seamless running of the operation.

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Qualifications:

- Strong client services background, with emphasis on organisation, initiative, and attention to detail.
- Experience working in a fast paced environment.
- Excellent time management and multi-tasking skills.
- Proven event management experience.
- Excellent verbal and written communication skills with emphasis on exceptional interpersonal communication skills, including the ability to interact at all levels and to seek feedback on the conference centre and propose solutions.
- Ability to maintain professional demeanor in all situations, demonstrate the ability to work independently with limited guidance, and exercise independent judgment including knowing when to delegate or when to escalate to upper-management.
- Ensuring a thorough daily check of all aspects of the meeting room suite and visitor offices is completed and checks are undertaken throughout the day to ensure standards are maintained.
- Scheduling and rescheduling meetings and conference rooms including coordinating catering, room set-up, furniture, and equipment requirements with other departments that provide services to the conference centre.
- Being responsible for organisation and management of internal events, ensuring coordination and liaison with relevant support departments.
- Supporting and coordinating meetings including closings, client events, marketing events, and the handling of other VIP status meetings. Assisting marketing with administrative tasks relating to events as needed.
- Proactive daily liaison with IT/AV, office services, and catering teams to verify equipment, layout, and catering needs for the following day; follow up on any “questionable” meetings (double booked, incomplete, inappropriate room assignments, etc.).
- Becoming accustomed to the capability of each conference room, including seating capacity, AV equipment, etc. to ensure appropriate room reservation for meeting requirements.
- Scheduling and coordinating VTC meetings and related services at all participating sites, VTC testing as required, and mid-meeting troubleshooting as required.
- Assisting lawyers, staff, and visitors with basic technology and audio-visual equipment such as laptops, telephones, and lighting as necessary for presentations, etc.
- Assisting lawyers, staff, and visitors with requests for special arrangements or services, including transportation, restaurants, travel, and hotel requirements. Handling catering orders for daily

Duties and Responsibilities (continued):

Qualifications (continued):

- Knowledge of audio-visual systems to allow basic set up for microphones and other technology used to support meetings.
- Ability to perform moderate document management with a working knowledge of various software packages such as Word and Excel.
- Supervisory/coordination experience within a front of house role in a professional environment required; law firm experience preferred.

meetings and special events and dealing with related invoices appropriately.

- Tracking, changing, and coordinating visitor offices. Maintaining an inventory of all available visitor locations, extensions, printer locations, and secretarial assistance.
- Answering, screening, directing, and placing telephone calls as required.

Team

- Supervise the Client Services (CS) team ensuring the Firm's five-star standards are maintained at all times.
- Responsible for arranging the team rota, approving annual leave, organising cover provisions, out of hours support, and approving overtime.
- Undertake regular one to one and team meetings to maintain effective communication.
- Participate in the preparation of the team's annual evaluations.
- Responsible for the supervision of the catering assistant working via the external provider.

Management liaison

- Participating in meetings as relevant to the CS operation.
- Meeting on a regular basis with, and keeping the Director of Administration apprised of all issues relating to the running of the CS function.

EMS System

- Maintaining the EMS system; including adding, removing, and updating room and user profiles, creating room lists, updating food service items and equipment inventory, and communicating these changes to the team.
- Provide training to CS staff on EMS functions and capabilities, and educating secretarial staff and others on new CS policies and procedures including EMS confirmations, scheduling across Firm offices, and visitor office bookings.

Duties and Responsibilities (continued):

General

- Maintaining the highest level of professionalism at all times when interacting with internal and external visitors to the conference centre.
- Developing excellent working relationships and responding to all requests in an accurate and timely manner.
- Organising laundry of linen used within the meeting rooms.
- Ability to learn and utilise the EMS system effectively.
- Work collaboratively with co-workers, and those departments that provide service to the conference centre, such as, Office Services, and ITS.
- 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.
- There is an occasional need for the CS team to support client transactions outside of normal hours, sometimes operating a 24 hours rota.
- Performing other duties as assigned.

Reports To: Director of Administration

Status: Non-Exempt

Hours: 37.5 hour week between 7.30 am - 7.00 pm on a rota basis.

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