

Associate Director of Workplace Experience – Service Management

PeopleSoft Job Code / Title:	7195 Associate Director WE – Service Management
Facebook Title:	
Department / Subdepartment:	Workplace Experience
Organizational Relationship:	Reports to Director of Workplace Experience
FLSA Status:	Exempt
UCM Level:	TBD
Last Updated:	01/16/2025

Role Overview

The Associate Director of Workplace Experience (WE) – Service Management is a dynamic leader responsible for shaping the strategic direction of our 24/7 global Workplace Experience support model. This role is instrumental in elevating service standards, fostering a hospitality-driven culture, and delivering seamless, high-touch experiences across all interactions. Overseeing a centralized, round-the-clock support team, the Associate Director also enhances our technology and systems framework to optimize workplace experiences worldwide. This role requires a skilled communicator and presenter who can effectively influence at all levels, from direct reports to senior leadership. The Associate Director will partner closely with stakeholders, deliver compelling presentations, and establish communication strategies that resonate with diverse audiences. Core responsibilities include driving process improvements, setting quality benchmarks, implementing innovative solutions, and ensuring clear, persuasive communication that aligns with our firm's mission and service ethos.

Essential Duties and Key Responsibilities

“Essential duties” are those that an individual must be able to perform with or without reasonable accommodation.

- Drive the strategic direction of the 24/7 global Workplace Experience (WE) support model, ensuring timely, high-quality delivery of goals and initiatives.
- Conduct data analysis and provide insights on department productivity, recommending strategies to enhance workflow, communication, and service levels.
- Develop and implement communication strategies that convey the team's objectives and successes, crafting clear, persuasive messages for diverse audiences.
- Oversee strategic projects, ensuring alignment with organizational priorities and timely, within-scope completion, adapting to changes as needed.
- Build and maintain strong relationships with key stakeholders, including onsite teams and leadership, fostering collaboration and alignment with mutual goals.
- Mentor and coach team members to cultivate a growth-oriented, high-performance culture, developing their skills and supporting career advancement.
- Assess and refine project and initiative performance through data-driven insights, identifying improvement opportunities and applying effective problem-solving.
- Lead cross-departmental collaboration to drive integrated solutions, enhancing efficiency and effectiveness in line with firm-wide objectives.
- Communicate vision and strategy clearly to all management levels, including C-level, positioning the WE team as a trusted, service-driven partner.

- Prepare and deliver presentations, reports, and briefings that are polished, accurate, and compelling, effectively representing the team's strategic impact and progress.
- Promotes effective work practices, works as a team member, and shows respect for co-workers

Knowledge, Skills & Abilities

- Excellent leadership skills. Ability to lead multiple teams (i.e., organizing, planning, problem-solving, and decision making) necessary for effective management.
- Knowledge of project management principles.
- Ability to review and negotiate contracts for the firm.
- Well-developed and professional interpersonal skills; ability to interact effectively with people at all organizational levels of the firm.
- Ability to work in a team environment with a customer service focus.
- Ability to manage work of others to ensure compliance and accuracy.
- Advanced communication skills, both written and verbal.
- Ability to handle confidential and sensitive information with the appropriate discretion.
- Ability to perceive and analyze complex problems, and a capacity to make or recommend sound decisions.
- Advanced organizational skills needed to manage time well, prioritize effectively, and handle multiple deadlines.
- Ability to undertake large, long-term projects, develop alternative methods to complete them, and implement solutions.
- Ability to use independent judgment and discretion when making majority of decisions.
- Knowledge and proficiency in PC applications, including MS Office, and other programs necessary to complete thorough analyses and reports.

Position Specifications

Typical Experience

- Ten (10) years progressively responsible operations, or related experience at a multi-office professional services organization desired.
- Eight (8) years supervisory experience at a professional services organization required.
- Five (5) years of senior management experience.
- Several years of experience in Service Management.
- ITIL and PM certifications are preferred.

Education

- Bachelor's Degree or 6 years equivalent education/experience required

Working Conditions and Physical Demands

- Frequently move (e.g., walk) around the office
- Occasional travel may be required
- Spend extensive time using a computer, including use of a PC keyboard and mouse or similar data input devices
- All Latham & Watkins positions are in a typical indoor office environment

The statements contained in this position description are not necessarily all-inclusive; additional duties may be assigned, and requirements may vary from time to time, and from location to location.