

# Business Services Recruiting Operations Coordinator

<b>PeopleSoft Job Code / Title:</b>	7046 / BusinessSrvcsRecOpsCoordinator
<b>Department / Subdepartment:</b>	Human Capital & Talent
<b>Organizational Relationship:</b>	Reports to the Senior Business Services Recruiting Manager, Business Services Recruiting Operations Manager, or Business Services Recruiting Operations Supervisor
<b>FLSA Status:</b>	Non-Exempt
<b>UCM Level:</b>	N/A
<b>Last Updated:</b>	May 7, 2024

## General Summary:

The Business Services Recruiting (BSR) Operations Coordinator is responsible for executing a wide array of transactional recruiting tasks while assisting in the continual monitoring and maintenance of the centralized task management system, applying institutional knowledge and critical thinking to validate accuracy of information. They provide direct, high-touch post offer recruiting support to candidates and monitor and maintain a global, active post-offer candidate tracker ensuring all steps are initiated, completed, and cleared. They provide the recruiting team and firm leadership with regular reports on recruiting activities.

## Essential Duties and Responsibilities:

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

1. Executes operational full-cycle recruiting tasks with minimal oversight while applying institutional knowledge and critical thinking to verify accuracy of information
2. Monitors and maintains workflow and quality control within the shared task management system to maximize benefits for the BSR team, enabling Latham to hire premier talent
3. Monitors and maintains an active post-offer candidate tracker, ensuring all steps are initiated, completed, and cleared, and addresses or escalates issues as they arise
4. Ensures an outstanding candidate experience with attentive communication and attention to detail; provides direct, high-touch post offer recruiting support to candidates delivering a best-in-class recruiting experience
5. Under the direction of Operations Leadership, records, compiles, and analyzes recruiting data; provides the recruiting team and firm leadership with recurring reports detailing a variety of metrics.
6. Monitors and maintains agency contracts and regularly reports on the effectiveness of agency partners
7. Serves as the first escalation point for any recruiting operations questions from members of the recruiting verticals
8. Trains and identifies development and upskilling opportunities for junior team members; provides coaching and guidance when appropriate
9. Provides direct administrative support to Operations Leadership and team members as needed

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10. Participates in project and initiative teams focusing on areas such as process efficiency, data and analytics, and recruitment technology
11. Collaborates with Business Services Recruiting team regularly to assist with ad hoc tasks and completes special projects on various issues as needed.
12. Promotes effective work practices, works as a team member, and shows respect for co-workers

## Position Specifications

### *Education*

- High school diploma or equivalent required
- Bachelor's degree or equivalent preferred

### *Work Experience*

- A minimum of one years' experience in the recruiting, staffing, or in an administrative role required
- A minimum of one years' experience with global process coordination preferred

### *Knowledge, Skills & Abilities*

- Well-developed and professional interpersonal skills; ability to interact effectively with people at all organizational levels of the firm
- Excellent communication skills
- High attention to detail
- Proficient project management skills (e.g., organizing, planning, problem-solving and decision-making)
- Ability to perceive and analyze problems and develop alternative strategies to solve them
- Ability to work in a team environment with a customer-service focus
- Organizational skills needed to manage time well, prioritize effectively, and handle multiple deadlines
- Knowledge and proficiency in PC applications, including MS Office

### *Physical Demands*

- Extensive time using a computer including use of a PC keyboard and mouse or similar data input devices is required.

### *Working Conditions*

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.