

Agent 24/7

Department: Workplace Experience

Organizational Relationship: Reports to the Manager 24/7

FLSA Status: Non-Exempt

Last Updated: November 8, 2023

General Summary:

The Workplace Experience 24/7 team provides best in class customer service support to clients and personnel requesting reception, facility, conference room, emergency notification and travel support services. The team is on hand 24 hours a day, 7 days per week to provide high touch, knowledgeable, pro-active and consultative assistance, guidance and support to our clients, attorneys, paralegals and staff.

The Agent 24/7 (the “Agent”) is an integral component of the vision and execution of the day-to-day virtual and in-office working and collaboration space experience for internal and external clients of the firm. The Agent provides knowledgeable and consultative assistance to our clients, attorneys, paralegals and staff proactively.

Essential Duties and Responsibilities

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

1. As part of the 24/7 team, utilizing a customer interaction system to provide high-quality, knowledgeable and consultative customer service and administrative support for workplace experience related tasks such as reception, facility, host, conference room, emergency notification and travel support services.
2. Curate experiences in the workplace to make the internal and external client feel valued, part of the community, and always impressed by the level of service.
3. Provides high touch customer service to all visitors and guests.
4. Contribute to a team environment that ensures all Agents are equally taking ownership of department tasks and responsibilities.
5. Ensure cross departmental collaboration to guide an inquiry to the appropriate resource.
6. Acts as liaison for the WE staff in the local offices to facilitate all types of requests and provides information to allow for a seamless experience for the customer.
7. Provide reservation and visitor management support for all offices and support a proactive

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- outreach program to benefit the customers.
8. Contribute to innovation, collaboration, productivity and inclusion.
 9. Offers light technical training for workstation and videoconferencing.
 10. Handle food orders and miscellaneous reservations.
 11. Coordinate print and mail services.
 12. Field building access and heating/cooling requests.
 13. Field taxi and courier requests.
 14. Fulfill administrative duties.
 15. Assists with training by becoming a mentor and providing ongoing support.
 16. Serve as a Subject Matter Expert in various areas (e.g. Resource Scheduling Application, ServiceNow)
 17. Inventory management and procurement of supplies.
 18. Various training & documentation (including knowledgebase articles)

Position Specifications

Education

- High School Diploma or equivalent required.

Work Experience

- Three to five years of prior workplace experience, receptionist, technology, hospitality or inbound customer service call center experience desired;
- Administrative experience and familiarity with professional services organizations preferred.

Knowledge, Skills, and Abilities

- Excellent communication skills both written and verbal.
- Exceptional customer service skills with the intention to go above and beyond for every request
- Ability to assess situations and take action without the direction of others.
- Ability to anticipate and facilitate requests that may fall outside of established guidelines and procedures
- Well developed and professional interpersonal skills; ability to interact effectively with people at all organizational levels of the Firm.
- Working knowledge of health and safety standards and regulations.
- 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.
- Exceptional attention to detail.
- Willingness to complete all tasks and learn new skills.
- Thorough knowledge of PC applications, including MS Office.

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- Ability to handle confidential and sensitive information with the appropriate discretion.

Additional Requirements

- Ability to work flexible hours including nights and weekends.

Physical Demands

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

Working Conditions

All Latham & Watkins positions are in either a remote or 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.