

Workplace Experience Agent

Department: Workplace Experience

Organizational Relationship: Reports to the WE Manager

FLSA Status: Non-Exempt

Last Updated: September 11, 2023

General Summary:

The Workplace Experience (WE) Agent is responsible for overseeing, anticipating, facilitating and fulfilling the frontline support needs for all personnel and guests working in our space, with particular focus on their work area and related requests and requirements.

The Agent delivers a world-class experience for internal and external clients of the firm, wherever they are in the world. The Agent cultivates genuine connections and provides services that seamlessly anticipate and resolve client needs. The Agent is adept at prioritizing and managing projects, effectively communicating, and creating an atmosphere of belonging, inclusion, and efficiency.

Essential Duties and Responsibilities:

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

1. Establishes a rapport and genuine connection with all clients, and creates a customized experience so they can work seamlessly, productively, and efficiently
2. Executes effective processes and strategies for managing support to clients in the office; partners with colleagues to ensure a seamless delivery of services
3. Implements an understanding of firm’s business services departments to assist and/or complete a task in a timely manner
4. Identifies and communicates uncompleted tasks and delegates, escalates, and addresses appropriately
5. Generates and/or claims ServiceNow tickets for items needing attention
6. Assists peers with fulfilling ServiceNow tickets
7. Addresses client concerns or unmet needs
8. Thoroughly prepares for the day in advance and simultaneously, in a highly adept manner, prioritizes multiple deadlines while delivering outstanding support
9. Conducts floor walk throughs/inspections
10. Consistently performs quality assurance checks on submitted requests prior to delivery to client

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11. Coordinates, collaborates, and communicates in a timely fashion the needs to necessary teams
12. Reviews visitor and hotelier arrival lists to prepare and welcomes clients
13. Greets and/or escorts visitors and hoteliers to their assigned office or desk
14. Offers assistance with myriad tasks to make the client's work experience seamless (e.g. confirming travel arrangements, retrieving print jobs, etc.)
15. Assists with all client needs by completing the request or working in conjunction with other departments to ensure the request is completed in a timely manner
16. Performs quality checks of client requests and work across departments to produce a completed product or package
17. Stays abreast of key stakeholders
18. Adheres to globally standardized service level agreements
19. Ensures workstations, offices, and collaboration spaces are presentable, equipped, configured to client specifications, and ready for use
20. Understands and utilizes the firm's Workplace Experience technology tools: CenterStone, EMS, OAMT, LW Go, etc.
21. Verifies work space technology is functioning and ready prior to use; provides first-line technology assistance to clients (e.g. docking notebooks, connecting peripherals, syncing office phone, first-level videoconferencing support, etc.)
22. Becomes trained in and perform ergonomics assessments
23. Anticipates client needs through meticulous preparation and organization; using firm-provided system, builds and maintains client profiles to tailor support
24. Builds rapport with clients
25. Stays abreast of and, as appropriate, provides information about amenities, work area, and in-office services as well as the office's surrounding area and external venues
26. Facilitates connections for clients by seamlessly working cross departmentally; recognizes opportunities to elevate the user experience and be empowered to be creative and decisive.
27. Operates as an on-the-ground project manager between departments, utilizing firm resources such as ServiceNow, MS Teams, LW Go, EMS, OAMT, and email
28. In collaboration with GRS, GTSC, Secretarial Support, Operations, WE 24/7, etc., operates as a resource for offsite experiences for our clients, assisting with travel logistics, restaurant reservations, and social opportunities
29. May serve as a Notary Public or its equivalent, depending on jurisdiction
30. May serve as Fire Warden or similar emergency response role, depending on jurisdiction
31. Assists with special projects as required

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Position Specifications

Education

- High School Diploma or equivalent required

Work Experience

- A minimum of three years' workplace experience or related experience required

Knowledge, Skills & Abilities

- Working knowledge of health and safety standards and regulations
- Willingness to complete all tasks and learn new skills
- Comfortable utilizing and navigating various technology platforms and applications
- Ability to handle confidential and sensitive information with the appropriate discretion
- Ability to work flexible hours, including nights and weekends
- Depending on jurisdiction, ability to act as a Notary Public or its equivalent (if not currently qualified as a notary, will be trained and seek qualification once in the role)
- Certification in CPR and AED (if not currently certified, will be trained and seek certification once in the role)

Physical Demands

- Deliver and set up office supplies and equipment
- Extensive time using a computer including use of a PC keyboard and mouse or similar data input devices is required
- Ability to frequently move throughout office by walking or through other means of mobility
- Extensive time performing physical activities that require considerable use of arms and legs and movement involving the whole body, such as lifting, carrying, pushing, and pulling (up to 25 lbs.), balancing, walking, stooping, grasping, and handling of materials

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.