

Workplace Experience Manager II – Operations

Department: Workplace Experience

Organizational Relationship: Reports to the Workplace Experience Senior Manager

FLSA Status: Exempt

Last Updated: August 30, 2024

General Summary:

The Workplace Experience (WE) Manager II –Operations is responsible for the development of strategies and their execution related to delivery of a best-in-class operational experience for Latham personnel, clients, and visitors, whether their experience be remote or in-person. This role is primarily focused on managing daily duties, projects, internal, and 3rd party personnel, and managed services related to the physical facilities, building operations, and security and emergency operations and preparedness for the office.

The WE Manager II – Operations demonstrates a commitment to enriching both the physical and virtual workplace and analyzing its impact on employee engagement and productivity, while collaborating with other business services departments and managing the day-to-day functions of the office experience. The WE Manager II – Operations leads team members responsible for providing a top-notch service to our colleagues, clients, and visitors.

Essential Duties and Responsibilities:

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

1. Engages with the WE Senior Manager, Director of Administration, and others in the office to deliver quality, customer-focused service to the office
2. Implements WE department vision, engages with others around that vision, and establishes supporting goals to achieve that vision
3. Acts as a resource and business partner to firm attorneys, staff, and other key stakeholders in managing and setting direction for high-quality WE initiatives
4. Provides expert-level subject matter knowledge to deliver integrated WE solutions across facility operations, seating strategies and space management, access control, minor design, construction, and renovation requirements related to space moves, adds, and changes
5. Supports engagement with building landlord and other building tenants regarding service requests and projects
6. Handles day-to-day and escalated facilities and building operations issues to ensure successful, effective, and expeditious resolution

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7. Enters and updates tickets in case management system to manage and respond to facility issues, and ensure all tickets are addressed and resolved successfully within a reasonable time appropriate to the issue
8. Oversees the delivery of managed services related to housekeeping/janitorial services and organizes special cleaning services (chairs, carpets, furniture) as necessary in alignment with office goals and objectives and operations budget parameters
9. Coordinates the delivery of food and catering services via outsourced providers, including quality assurance, equipment maintenance, and vendor oversight
10. Manages the provider of mail and print services, including responsibility for management of pick-up and delivery schedules of mail, parcel deliveries and related services, and print center services
11. Liaises with the firm's physical security team to deploy and manage approved practices, policies, and procedures related to access control, security, and emergency action planning; participates in the office emergency operations team
12. Leads the commitment to enriching the physical workplace with a focus on a high level of cleanliness and tidiness, and a first-class office design aesthetic
13. Works with the WE Senior Manager and others as appropriate to develop annual budget requirements for all operations expenses; oversees budget expenditures and regularly monitors variances for the office, including invoice reviews and approvals as necessary
14. Manages department expense allocation, address variances to budget and other financial management duties of the department while exercising strong fiscal judgment and discipline
15. Develops ways to work across departments and proactively take charge and manage cross-functional teams to accomplish goals
16. Locally implements, adheres to, and administers globally determined WE policies, procedures, systems, and general service delivery standards
17. Builds trust and meaningful relationships among the team and across departments; inspires a mindset of service and performance among others; creates a team environment that fosters the motivation of team members, and incorporates interests, talents, and goals into their development
18. Manages 360-degree feedback on team and individual performance
19. Provides support to the Real Estate, Design and Construction, and Data & Analytics WE teams for capital or other projects as appropriate
20. Generates performance evaluations and recommends salary increases, working with Human Capital & Talent to recruit, hire, train, coach, and manage the performance of employees
21. Promotes effective work practices, works as a team member, and shows respect for co-workers

Position Specifications

Education

- Bachelor's degree or equivalent required
- Four years' relevant experience may be considered in lieu of a degree

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Work Experience

- A minimum of six years' workplace operations or facility management experience required
- Hotel management, facility/office management, law firm, or corporate environment experience preferred

Knowledge, Skills & Abilities

- Ability to inspire innovation, drive change, and model adaptability
- Ability to provide clear instructions and transparency regarding expectations and responsibilities
- Ability to think critically and engage in effective decision making
- Ability to cope with difficult situations while remaining calm and address immediate needs while keeping an eye to the future
- Excellent organizational skills, ability to manage time well, prioritize effectively, and skillfully handle multiple and competing deadlines
- Ability to handle confidential and sensitive information with the appropriate discretion
- Ability to build strong relationships and the ability to effectively interact with a diverse set of stakeholders
- Ability to interact effectively with people from all cultures and at all organizational levels of the firm
- Knowledge of health and safety standards and regulations
- Adept at utilizing and navigating various technology platforms and applications
- Knowledge of foreign languages and customs

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.