

Client Services Specialist (Fixed Term)

Client Services Department

Summary: The Client Services Specialist works to provide a high quality service to lawyers, clients, staff, and visitors. This includes all aspects of conference room scheduling using Event Management Software (EMS), including reservations, confirmations, meeting set up, coordinating catering and audio visual services, and regularly monitoring conference room availability.

The Client Services Specialist ensures accurate and timely communication with lawyers, clients, staff, and visitors as well as those support departments involved in providing services to the conference centre. Experience and sound judgment is required to assist lawyers, clients, staff, and visitors in preparing for and holding meetings.

The role is offered on a fixed term basis for a duration of 5 months. Candidates should be aware that the position is not permanent and will conclude at the end of the specified term.

[**Email Resume Here to Apply**](#)

Qualifications:

- Strong client service orientation, with emphasis on organisation, initiative, and attention to detail.
- Ability to accomplish requirements of position in a high-volume work environment requiring excellent time management and multi-tasking skills.
- Excellent verbal and written communication skills with emphasis on exceptional interpersonal communication skills, including the ability to listen to issues affecting the conference centre and propose solutions.

Duties and Responsibilities:

- Maintaining a welcoming, professional, service-oriented approach when interacting with lawyers, clients, staff, and visitors who require conference centre and other services.
- Answering, screening, directing, and placing telephone calls and directing lawyers, clients, staff, and visitors to appropriate destinations.
- Maintaining a hospitality/concierge style service in the conference centre to meet the needs of lawyers, staff, clients, and visitors.
- Scheduling and rescheduling meetings and conference rooms including coordination with other support teams to arrange catering, audio visual, room layout, and equipment needs.
- Working closely with conference room requestors to ensure full details are gathered for each reservation and entering this information into EMS.
- Daily room checks when on the early shift.
- Developing a detailed knowledge of each conference room, including seating capacity, audio visual equipment, etc. to ensure appropriate allocation of rooms.
- Ability to respond speedily and efficiently to ad-hoc requests and changes in arrangements.
- Working with the Firm's Marketing team to support client events. This may include planning, setting up, and attending events before or after normal working hours.
- Assisting lawyers, staff, and visitors with basic technology and audio-visual equipment such as laptops, telephones, and lighting as necessary for presentations, etc.
- Tracking, changing, and coordinating visitor offices. Escorting visitors to their offices as required.
- Assisting lawyers, clients, staff, and visitors with requests for special arrangements or services,

Qualifications (continued):

- Ability to learn and use the EMS room booking system. Training will be provided.
- Confident use of Outlook for emails and basic knowledge of Word (completing badge and menu templates) and Excel (inputting taxi and catering bookings).
- Basic knowledge of audio-visual set-ups. Training will be provided.
- Relevant reception experience in a corporate environment, ideally within a legal or professional services firm.
- Punctual and reliable.
- A positive, flexible, and approachable attitude, including a willingness to work on rotating shifts and to work overtime, as required, to meet the business needs during weekdays, weekends, bank holidays, and social events.
- A team-player who works harmoniously and considerately with all colleagues.

Duties and Responsibilities (continued):

- including transportation, restaurant, travel, and lodging.
- Setting up, replenishing, and clearing meeting rooms, organising refreshments, and ensuring stationery and room information is maintained.
- Assisting in the set-up of lunches, events, office drinks, and cake trolleys.
- Coordinating conference centre cleaning requirements.
- Faxing, copying, printing, mailing, organising couriers, and other administrative tasks requested by individuals using the client suite.
- Responding to all requests in an accurate and timely manner.
- Being proactive during quiet times, i.e. preparing for meetings or upcoming events.
- Developing excellent working relationships with lawyers, staff, and clients.
- Proactively providing timely feedback to the Director of Administration on any issues that affect client services and the conference centre.
- Maintaining the reception desk, cloakroom, and reception area in a neat and orderly fashion.
- Performing ad hoc tasks, as assigned via the Director of Administration. For example, assisting with badge creation, stuffing envelopes, affixing labels to outgoing mail, etc.

Status: Non-Exempt

Reports To: Director of Administration

Workplace Type: Onsite

Hours: A basic 40-hour week, Monday to Friday, hours TBC. Additional hours may be required to meet the needs of the business.