

WE Host

Department: Workplace Experience

Organizational Relationship: Reports to the WE Manager

FLSA Status: Non-Exempt

Last Updated: March 12, 2024

General Summary:

Workplace Experience (WE) integrates people, space and technology to provide a globally consistent, welcoming and productive experience, wherever you choose to work. WE delivers an authentic, personalized experience, 24/7. WE manages safe and agile workspaces that combine professional with personal. WE embraces technology to enable seamless connectivity and productivity.

The WE Host is the first step in a guest's journey. They are the first impression, the face of the firm. They are integral to the vision and execution of the Workplace Experience.

The Host is responsible for providing a warm, professional welcome to the Latham offices, setting the stage for a positive and productive stay.

Essential Duties and Responsibilities:

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

- Front desk support
 - Welcomes all personnel and external visitors
 - Registers visitors, coordinate details with building security and administration
 - Answers all calls and inquires at the front desk
 - Escorts guests to their destination according to the standard protocol of each office
 - Maintains Workplace Experience and other relevant inbox communication in collaboration with the WE 24/7 team (when applicable)
 - Executes various support tasks including, but not limited to, booking conference rooms and visitor offices, ordering taxis, logging or handling of minor repairs, print & mail support, HVAC adjustment inquiries, access card loans, ordering supplies, etc.
- Support the daily workflow
 - Anticipates internal and external guest needs by understanding in-office services and work areas
 - Builds and maintains guest profiles to tailor support
 - Executes processes and strategies for in-person client support utilizing the firm's Workplace Experience technology tools: EMS, ENVOY, LW Go, CIC, etc.
 - Supports data entry of required reports associated with service delivery, as requested
 - Reviews vendor invoices, assign appropriate billing codes and process for payment in accounting system

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- Provides all WE new hires with orientation to the office space and their respective work areas
- Coordinates with vendors and work towards established SLAs and KPIs
- Collaborates with all departments to deliver a streamlined and consistent service
- Liaises with property management, building services, cleaning staff, and on-site vendors
- Coordinates inventory, purchasing and ongoing maintenance of catering equipment, supplies, and conference furnishings; makes recommendations for repair, replacement, and/or upgrades of required equipment
- Provides safety and emergency response information to internal and external guests
- Maintains inventory emergency kits, proper storage of hazardous materials, and report and/or remove unsafe furniture or materials
- May serve as Fire Warden or similar emergency response role, depending on jurisdiction
- Conference center/meeting support
 - Coordinates internal and external office events in accordance with local responsibilities
 - Spot cleans, tidies and reconfigures amenity spaces, pantries, cafes, soft seating, and other areas
 - Executes the food and beverage experience including menu planning, sourcing new vendors, including set-up, presentation, and breakdown
 - Provides first-line technology assistance and ensure audiovisual equipment is functioning and ready in advance (e.g., computers, phones, microphones, docking notebooks, connecting peripherals, first level videoconferencing support)
 - Supports standard equipment needs to satisfy guest setups (e.g., Zoom calls, Teams calls, PowerPoint presentations, etc.)
- Promotes effective work practices, work as a team member, and show respect for colleagues.

Position Specifications

Education

- High school diploma or equivalent required

Work Experience

- A minimum of two years' hospitality or customer service management experience required

Knowledge, Skills & Abilities

- Ability to fosters an atmosphere of belonging
- Ability to communicate effectively and adapt with ease
- Possesses high EQ skills and has the ability to respond with appropriate behavior
- Ability to maintain composure and finds a path forward regardless of obstacles.
- Ability to thinks critically, recognize the big picture, and make informed decisions
- Ability to work on new and challenging projects
- Demonstrates exceptional judgment and decision making skills
- Possesses organizational skills and impeccable attention to detail
- Possesses a solid understanding of technology platforms and resources

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- Ability to thrive in a fast-paced, ever-changing environment and produce innovative solutions
- Ability to prioritize and juggle multiple demands with ease
- Ability to act as a catalyst, building strong partnerships and leverage connections to get the job done
- Ability to handle confidential and sensitive information with discretion
- 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

- 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, but may require the occasional outdoor event/program.

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.