

Practice - Guest Service Assistant

Firm Summary

White & Case is an elite global law firm serving leading companies, financial institutions and governments worldwide. Our long history as an international firm means we are perfectly placed to help our clients resolve their most complex legal challenges wherever they may be.

With lawyers and staff operating from more than 47 locations, working in virtually every country of the world, we have invested heavily in building a high-quality full-service practice competing at the top of the market. We are distinguished by our on-the-ground presence in the world's key financial markets and our strengths in handling complex cross-border work.

It's not just about our global network of offices and shared services centers; it's the global interconnectedness of the Firm that our people, and our clients, value most. We work well together across geographic and practice boundaries. It's one of the reasons we attract and retain cross-border work. And why we attract a diverse group of people.

Our lawyers are globally minded, enterprising, collaborative and committed to excellence. Diversity is a core value of our Firm and it has been recognized with numerous awards and top rankings around the world. Our people represent 90 nationalities and speak 80 languages.

Position Summary

The Practice and Guest Service Assistant role is responsible for providing a wide range of secretarial, administrative and ad hoc projects. Working closely with partners, a team of lawyers and the Business services team. The Assistant should demonstrate flexibility in extending support through multi-tasking for multiple people and/or initiatives, and proactively contribute to the group/Firm's success by actively seeking to improve working processes, anticipate needs, and take action accordingly. The Practice Assistant Team is structured to collaborate and work as a unit alongside the Firm's Practice Assistants across all global offices to provide a high quality, comprehensive workflow management and organisational service to service stakeholders within the Firm.

Duties and Accountabilities¹

As a Practice Assistant

- Dealing with incoming and outgoing mail, printing, archiving and any other general office services.
- Undertake all document production tasks to the highest standards and to agreed deadlines using appropriate software and all available resources.
- Establish and maintain effective and accurate filing systems (hard copy and electronic).
- Assist Lawyers in legal procedures.
- Record time for Lawyers in our Electronic Time entry system (Intapp).
- Billing and Expense Processing, handle expenses in our system (Chrome River).
- Manage calendars and ensure that all activities and markers are up to date.
- Arrange meetings, conferences, and other internal and external activities; book conference rooms and venues; and coordinate with all parties involved.

- Plan and prepare all travel-related needs (i.e. flights / trains, hotels, cars, itinerary, etc.).
- Create and maintain contact information and email distribution lists.
- Carry out assigned projects effectively and in a timely basis.

As a Guest Service Assistant

- Ensure that the client (and internal W&C visitor) experience of anyone visiting our office is of the highest standard.
- **General Maintenance:** Along with the BS team set up and breakdown of meeting rooms and ensuring rooms are clean & tidy for the next meeting; ensuring reception area and lobby is tidy and presentable.
- **Catering Services/Special Events:** Arrange catering and food orders for in-house client and staff meetings. Liaising with caterers and suppliers for best options and in collaboration with OOA.
- **Conference Room & VC/Audio facilities:** Along with the BS team assist with the co-ordination of video conference and conference call set up. Working with the OOA to liaise with the video conference support team and local IT to ensure smooth running of all video conferences and teleconferences. Review and update Room Reservation System throughout the day.
- **Security:** Along with the BS team maintain office security by following procedures and controlling access via the reception desk. Address security alarm issues that may occur and alert the OOA. Co-ordinate visitor arrivals, administer and issue visitor access passes and update register.
- **General Administration:** Maintain and update Guest Services procedures manual and tracking system of procurement contacts in collaboration with Office Operations. Assist Office Operations and back of office team in General Office administration.
- **Ad hoc** – assist in any ad-hoc duties, projects and activities as and when required.

Essential Job Requirements

- Bachelor's/College Degree or equivalent.
- Relevant work experience is necessary.
- Excellent written and oral communication skills.
- Excellent customer service skills.
- Show excellent attention to detail.
- Proficient Microsoft Applications (Outlook, excel, Word, PowerPoint).
- Ensure all restricted information, matters, issues, and personal effects are treated with utmost confidentiality.
- Ability to exercise good judgment in a variety of situations, with strong written and verbal communication, administrative, time management and organizational skills.
- Flexible and can adapt to change in workflow requests.
- Foster good relationships with other members of the team and across the Firm.
- Fluency in French and English is a must with additional language skills a plus.

Location & Reporting

- Location: Luxembourg
- This role reports to the Office Operations Administrator (OOA)

*The above is only a general description of the essential duties associated with this position and does not represent an exhaustive or comprehensive list of all duties.