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# Floor Operations Clerk

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Widely recognized as Canada's leading litigation practice, we have successfully represented clients' interests in some of the most complex, high-profile cases in Canadian legal history. Focusing exclusively on litigation and advocacy, we practice across dozens of legal areas and industries and represent our clients where it counts – on our feet in all levels of the courts and before every kind of tribunal. Our subject-matter expertise and extensive courtroom experience is consistently recognized by clients, peers, and senior members of the legal profession in leading legal publications, including Chambers Canada and Lexpert. We offer the opportunity to work alongside and learn from some of Canada's most highly regarded litigators. Our partners are ranked among the best of their peers nationally and lead a mentoring and development program that attracts gifted lawyers who are committed to upholding the highest professional standards.

Lenczner Slaght is currently seeking a **Floor Operations Clerk**.

## ROLE DESCRIPTION

The **Floor Operations Clerk** is responsible for the ordering, stocking & inventory, maintenance, preparation, and presentation of food service within the firms' boardrooms and meeting rooms in addition to maintaining the firm's kitchens and serveries. Candidate must possess prior Hospitality experience and be able to demonstrate proven success in this arena. This function is an integral and visible part of company operations. This is a team position, requiring the ability to perform all the responsibilities for the position, at any given time, and to provide exceptional customer service. No cell phones permitted on the work floor.

## ROLES & RESPONSIBILITIES

### Floor Operations – General

- Ensure maintenance and tidiness of boardrooms (wiping down tables, mats, pushing in chairs, etc).
- Ensure each order is distributed properly and cleaned up following the event. Ensure availability and set up of napkins, cutlery, dishware etc.
- Maintain all serving carts and clean regularly.
- Maintain Vivreau water system and glass bottles; replenish/refill and coordinator service with Facilities Operations when required.
- Monitor, keep stock and distribute all utensils, plates, bowls, glasses, mugs, and small Kitchen appliances (toasters, kettles, microwaves) throughout the Kitchens and Serveries.
- Maintain coffee machines; daily checks on all machines to ensure all items are restocked, cleaned, filled and in working condition – after all meetings and at the end of the day.
- Inform Facilities Operations when service is required for any appliance in the Kitchens or Serveries; (Fridges, Dishwashers, Ice Makers, Water Coolers, Microwaves, Coffee Machines, Ice Machines etc.).
- Clean out fridges and freezers (every Friday).
- In collaboration with Progress Place Hospitality Clerk, support maintenance of internal serveries, i.e., remain clean, free of clutter, stocked, and organized.

- Monitor, stock and order replenishments of all kitchens, boardrooms and Servery supplies, including Snacks and Beverages. Ensure invoices are processed and inform Office Clerk of all Office Services invoices for tracking purposes.
  - Including all utensils, plates, bowls, glasses, mugs, and small kitchen appliances.

#### **Floor Operations – Daily Rounds**

- Ensure all floors are free of boxes and dispose of any found.
- Monitor boardroom bookings so that the rooms can be cleaned up and organized after each meeting.
- Monitor stock of consumable supplies in boardrooms, i.e., beverages and snacks.
- Monitor for carpet wear/spills, missing furniture, and address immediately with Facilities Operations.
- Monitor for any items requiring repair, i.e., broken blinds, chairs, doors, appliances etc. and address immediately with Facilities Operations.
- Retrieve any cups, glasses, dishes etc from offices and boardrooms and return to floor kitchen/ serveries.

#### **Backup Relief/ Other**

- Responsible for providing back-up relief for Mailroom and Reception, when required.
- Provide support to anyone on the Office Operations team that may require it
- Support Events Management Specialist/ Marketing to roll out events when needed
- Proactively seeks out additional work during downtime.

*Other Duties as and when required*

#### **EDUCATION & EXPERIENCE**

- Years of experience minimum 2-3 in Hospitality, or an equivalent role.
- High school diploma, post-secondary education will be considered an asset.
- Experience performing Hospitality, inventory maintenance, floor operations and/or customer services duties in a professional services environment is required.
- Food safety certified or in progress of being certified is considered an asset.

#### **KEY SKILLS & CHARACTERISTICS**

- Polite, friendly, and professional demeanor.
- Forward thinking, able to take initiative.
- Attention to detail is a must.
- Positive attitude with a can-do approach.
- Ability to manage conflicting priorities.
- Excellent understanding of customer service standards.
- Demonstrates friendly, cooperative attitude and maintain a high level of collaboration.
- Strong time management skills and efficient/ forward thinking.

- Retention, able to learn and think about new processes, create your job and new efficiencies.

#### OTHER INFORMATION

- **Reporting Details:** Supervision from Office Manager
- **Hours of Work:** 10:00 am – 6:00 pm
  - Must be available to work Monday through Friday, primarily between core hours of 10:00 am – 6:00 pm, however be flexible to work in accordance with firm requirements could be as early at 7:00 am on occasion.
- **Additional Notes:** Overtime/Shift change may be required from time to time.

#### WHAT DIFFERENTIATES US?

We are a firm with deep values, centered around our commitment to excellence and winning. We are also dedicated to promoting and advancing equity, diversity and inclusion in our workplace and in the legal profession. We maintain an inclusive work environment comprised of people with diverse perspectives, backgrounds, identities, and cultures who are all valued, respected, and have an equal opportunity to develop, advance, and be heard. We have developed several award-winning and forward-thinking initiatives, including resume anonymization in student recruitment to decrease barriers for diverse candidates and [ReferToHer™](#), a program aimed to balance the scales on referrals for female lawyers. We have also made continuous process improvement and innovation a key strategic priority. Learn more about our programs by visiting [litigate.com](http://litigate.com).

**Qualified candidates are asked to submit their cover letter and resume [HERE](#).**

Lenczner Slaght invites applications from all qualified candidates. We encourage applications from racialized persons/ persons of colour, women, Indigenous/Aboriginal People of North America, persons with disabilities, LGBTQ2+ persons, and individuals from other equity deserving groups. We are committed to employment equity and diversity in the workplace. Accommodation will be provided in all parts of the recruitment and hiring process. Please direct all requests and questions to [Human Resources](#).