
Coordinator, Hospitality & Office Services

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 and business professionals. Learn more at litigate.com.

Lenczner Slaght is currently seeking a **Coordinator, Hospitality & Office Services**.

ROLE DESCRIPTION

Under the supervision of the Manager, Office Services, the Coordinator will be the firm's point of contact for all hospitality requests. In an effort to deliver exceptional service, the Coordinator will track and own all catering requests, partner with caterers, work on menus and assist the Office Services Manager with the daily operations of the hospitality and office services functions.

ROLES & RESPONSIBILITIES

Hospitality & Catering

- Monitors and owns all catering requests made through an internal boardroom booking system or otherwise.
- Monitor catering requests and execute catering orders.
- Support Hospitality Clerks to ensure the overall readiness and cleanliness of rooms and related food and beverage services.
- Maintain Catering Master Spreadsheet and list of firm dietary restrictions.
- In collaboration with the firm's Events Specialist, develop and maintain relationships with catering vendors and a preferred caterer list.
- Responsible for processing catering request invoices and allocating to the appropriate budget as required.
- Support the development of rotating and versatile menu options for meetings and other internal firm events and gatherings while performing an analysis of costs when required.
- Assist the Manager, Office Services with daily operation tasks including, but not limited to, daily planning and briefing the Hospitality team so ensure appropriate coverage and plans are in place.
- Maintains food service standards and provides delivery solutions when required.
- Works with the Manager, Office Services to create and monitor the daily schedule to ensure staffing needs are met.
- As requested by the Manager, Office Services and in collaboration with the Hospitality Clerks, attend to office errands when requested (for example, food and LCBO pick-ups)
- Participates in the evaluation of catering requests and events, making recommendations for continuous improvement and implementing changes.

- Responsible for administrative tasks such as creating daily & weekly reports and billing processes.
- Works with the Manager, Office Services to ensure internal events catering program stays on budget and tracks department expenditures.
- Assists the Manager, Office Services to reconcile credit card purchases related to hospitality using general ledger codes.
- Assists with event coordination and management for larger events, when required.
- Provides daily coverage for the Receptionist during lunch break.
- Provides coverage to Hospitality Clerks and Receptionist during periods of leave, sickness and/or absence.

Other duties as and when required.

EDUCATION & EXPERIENCE

- Experience performing Hospitality and/or customer services duties in a professional services or law environment is required.
- Food safety certified or in progress of being certified will be considered an asset.

KEY SKILLS & CHARACTERISTICS

- Outstanding customer service mindset: ability to handle unique and changing situations by prioritizing appropriately.
- Positive attitude with a can-do approach.
- Forward thinking with proven ability to take initiative.
- Attention to detail.
- Excellent understanding of customer service standards.
- Demonstrates friendly, cooperative attitude and maintains a high level of collaboration.
- Team-oriented, maintaining cooperative work relationships.

OTHER INFORMATION

- **Reporting Details:** Directly Reports to Manager, Office Services
- **Hours of Work:** Monday to Friday between 9:00 am – 5:00 pm
 - Must have flexibility to work in accordance with firm requirements, starting as early at 7:00 am and as late as 7:00 pm, when required.
 - Overtime/shift change may be required from time to time to meet firm needs.

WHAT DIFFERENTIATES US?

We're expert litigators. Our experience is why people turn to us in the most difficult situations. We have done tens of thousands of cases, thousands of hearings, and hundreds of trials and arbitrations for our clients. Litigation is our passion and focus.

We're bold innovators. As deep thinkers and problem solvers, every person at our firm can envision, plan and execute big ideas. If it hasn't been done before, we aren't afraid to be the first. See our award-winning programs: ReferToHer™, Commercialist.com, and Data-Driven Decisions.

We're team players. We are a firm with deep values, centered around our commitment to excellence and winning. We promote supportive, collaborative working relationships. We know the power of our people and we intend to harness that for the benefit of our firm, our clients, and our industry.

We're future focused. To remain number one, we recruit and develop top talent – this includes lawyers and non-lawyer alike. We attract the best clients and work on the best cases. We live our values. We professionalize our business. And we implement big, bold ideas. In short, we're prepared for the future and committed to success.

We're diverse thinkers. We are committed to equity, diversity and inclusion because our varied perspectives, backgrounds, identities, and cultures are our greatest assets – it enhances our collaboration, problem-solving, and litigation strategy. That's what gives us an edge with our clients.

We're award winners. We're driven to be number one for our clients and for ourselves. We have been recognized by Lexpert as the #1 firm in Toronto for Litigation for 22 consecutive years and are ranked top-tier by world-renown directory, Chambers Canada. We strive for excellence in everything we do.

HOW TO APPLY

Qualified candidates are asked to submit their cover letter and resume to Isabelle Naraine (Director, Human Resources) [here](#).

Lenczner Slaght invites applications from all qualified candidates. We encourage applications from candidates with diverse backgrounds. We are committed to advancing inclusion, diversity, equity and accessibility in the workplace. Accommodation will be provided in all parts of the recruitment and hiring process. Please direct all questions, including requests for accommodation, to [Human Resources](#).