POSITION: Conference Services Attendant – Temporary (Long-Term)

LOCATION: Atlanta, GA

At Alston & Bird, our people trust the people they work for, take pride in what they do, enjoy the people they work with, and serve the communities in which they live. Our environment has been praised as one of the most open and receptive in the United States, not only among law firms, but also among all businesses. Alston & Bird has been ranked by FORTUNE magazine as one of the "100 Best Companies to work for" for 16 years in a row.

Alston & Bird LLP is an Equal Opportunity Employer that does not discriminate on the basis of race, color, religion, sex, age, sexual orientation, gender identity and/or expression, national origin, veteran status or disability in relation to our recruiting, hiring, and promoting practices.

GENERAL SUMMARY

Under direction of supervisor, efficiently manage and coordinate all services for conference spaces, break rooms, pantries, and visiting attorney offices by being professional, caring, resourceful and motivated. A Conference Services Attendant is proactive, anticipating clients’ needs as well as responds promptly to the requests of customers by aligning services to the customers’ needs and schedules. Conference Services Attendants are required to become SafeServ certified in both Food Safety and Alcohol Service in accordance with state law. The hours for this position are 9:00am – 5:00pm (Monday – Friday).

ESSENTIAL DUTIES

• Maintain conference space, kitchens, break rooms and visiting attorney offices in a neat, clean and orderly manner in accordance with the established firmwide Return to Inventory (RTI) procedures documented on the department’s ABnet Private Site.

Additional responsibilities may include, but are not limited to:

• Manage inventory of supplies and keep assigned areas stocked.

• Ensure firm equipment (dinnerware, machinery and event supplies) is cleaned, sanitized and organized on a daily basis, as well as maintained to the standards outlined on ABNet Private site.

• Working knowledge of basic technology equipment functionality in conference rooms/floors.

• Working knowledge of department’s room reservation system.

• Preparation, execution and closeout of special office social and business related events.

• Perform other related duties in the Conference Services Department as assigned by supervisor.

SKILLS NEEDED TO BE SUCCESSFUL

Organizational and Task Management

• Ability to organize work in a manner that facilitates timely and efficient completion of assigned tasks.
• Ability to discern and reconcile competing priorities, manage multiple tasks or assignment, and complete assignment within established deadlines.

• Ability to learn rapidly and adapt quickly to changing situations with minimal planning/information.

• Ability to maintain required ServSafe Certification(s) associated with Food and Alcohol service.

• Proficiency with firm issued blackberry, to be utilized during workday and on person, functioning at all times while in office.

• Ability to resolve issues quickly and efficiently without disrupting client progress.

Communication and Listening Skills

• Strong command of the English language, both verbal and written.

• Ability to communicate Firm, Administrative Support Services, and Conference Center Standards outlined in the Firm Manual and ABnet Private Site to colleagues, clients and other individuals.

• Ability to effectively utilize verbal and written communication with colleagues, clients, and other individuals.

• Ability to clearly and accurately convey information in a professional and respectful tone with colleagues, clients, and others.

• Ability to share ideas and feedback and opinions in a constructive and professional manner.

• Ability to listen and be open to learn from other people’s advice and observations.

Performance Standards

• Professional Image - Appropriately and professionally wear Alston & Bird Uniform in accordance to the standards outlined on ABNet Private Site.

• Brand Image – Maintain a positive perspective about Alston & Bird, your work responsibilities, and the competencies of our department in both good times and challenging times.

• Space Standards – Maintain and follow all operational standards associates with but not limited to Conference Rooms, Breakrooms, Red Carpet Service, Touchdown Rooms, Telephone Rooms, Visiting Attorney Offices, Common Areas and Conference Center.

• Event Service Standards – Understand and execute Alston & Bird Event Service Standards for dinner service and receptions outlined on the ABNet Private Site.

• Sustainability Standards – Support established firm practices.

• Previous experience of 3 or more years in the hospitality industry.

• Ability to understand procedures and instructions specific to the area of assignment as would be acquired during four years of high school.

The statements contained in this position description are not necessarily all-inclusive, additional duties and responsibilities may be assigned and requirements may vary from time to time.
Professional business references and a background check will be required for all final applicants selected for a position. In accepting a position, it is understood that continued employment is contingent upon a satisfactory background check. A satisfactory background check is the absence of a criminal record which bears a demonstrable relationship to the applicant/employee’s suitability to perform the required duties and responsibilities of the position.

Alston & Bird is not currently accepting resumes from agencies for this position. If you are a recruiter, search firm, or employment agency, you will not be compensated in any way for your referral of a candidate even if Alston & Bird hires the candidate.

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