

Central Services and Facilities Coordinator

We have a dynamic team of support staff who are highly motivated to provide exceptional support to our lawyers and clients. Our Calgary office has an immediate opening for a full time Central Services and Facilities Coordinator.

Position Overview

The Central Services and Facilities Coordinator is responsible for the general day-to-day oversight and development of the central services and reception teams. In this role, you will handle a diverse range of administrative support tasks, requiring the ability to work independently with a high attention to detail. This role is integral to the smooth running of our operations and providing exceptional client service for internal and external clients. Our ideal candidate will be passionate, organized, flexible, and able to thrive in supporting a busy team of professionals.

Key Responsibilities

- Assist in the development and implementation of Standard Operating Procedures (SOP's) and Service Level Agreements (SLA's) for the team
- Liaise with various internal groups and departments to facilitate smooth workflows and provide support with a focus on efficiency and quality
- In collaboration with existing team, manage the day-to-day operation of Central Services (mailroom) and Reception. Responsibilities in this group include but are not limited to the following

Central Services

- Mail and Couriers
- Copiers/Printers
- Office and Workstation Setup
- Vendor and supply Management
- Reprographic
- File Closing, retention and destruction
- Accounting support

Facilities

- Primary contact for building services such as security, cleaners, parking etc.
- Maintain general cleanliness all public spaces within the office including kitchen, boardrooms, reception, central services, hallways
- General office repairs and maintenance
- Assisting with management of subtenant relationship

Central Services and Facilities Coordinator *Continued*

Our Ideal Candidate

- Possesses strong people leadership skills with the proven ability to adapt and implement on-going changes
- Proven ability to communicate effectively with all levels within an organization, including senior management, peers, and direct staff. This also includes building rapport with external vendors
- Strong sense of personal accountability, judgment, confidence and flexibility. Ability to exercise independent discretion at all times
- Well developed problem solving, analytical and decision making skills, including the ability to analyze situations, diagnose problems, develop and implement solutions
- Ability to self-manage workload and priorities in a changing and evolving environment. This includes effective and efficient time management, multi-tasking and prioritizing skills
- Demonstrated ability to prioritize own work and work of others; can work effectively under pressure and time constraints within a fast-paced environment

Key Qualifications

- 2-4 years of demonstrated leadership experience as Team Leader or Supervisor in service related industry
- Advanced verbal, written, and interpersonal communication skills
- Strong technical skills including advanced knowledge of O365
- Legal experience is an asset

What you will find at McLennan Ross

- A highly professional environment that is built on a strong culture and spirit of teamwork
- Proven high quality of service and commitment to our clients and each other
- Competitive compensation and benefits package

Career Package

We offer a challenging and progressive work environment together with an excellent and competitive salary/benefits package commensurate with qualifications and experience.

Qualified and talented candidates may submit their resume via email and include a cover letter to include some career highlights that demonstrate a strong fit to our requirements to:

1900 Eau Claire Tower
600 -3rd Avenue SW Calgary, AB T2P 0G5
E-mail: Calgaryhr@mross.com

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About McLennan Ross:

At McLennan Ross, you will find a community of people who are passionate about the work we do and who genuinely value and support one another. While we foster a team approach, we also value the diverse contributions and individuality of all our members.

With a shared commitment to excellence, we make a national impact through our work with clients across Canada. Our lawyers have been involved in numerous landmark cases, at all levels of the Canadian judicial system, including the Supreme Court of Canada. Many of our cases have profoundly affected the legal framework in which many businesses operate today.

Our open-door policy means you will benefit from a strong support base. It is our deep-seated belief that through continuous collaboration, we are not only providing our clients with the best possible service, we are cultivating an environment where everyone has the opportunity to learn and grow.

As a firm, we are defined by our values. They drive us. They inspire us. They inform everything we do.

Our Values

1. Unrivaled Client Focus

Our client experience is second to none. We strive for excellence in Law and are always looking for creative, practical solutions to get the best results for our clients and the firm.

2. Passionate and driven

We're all in! We are passionate about the work we do and are driven by results.

3. Genuine and approachable

We are unpretentious and no one calls us stuffy. We welcome diversity and know that we are better together.

4. Make a difference

We care about our clients, our community and each other and we want to make a difference in the lives of those around us.

Visit us online at mross.com.