

CLIENT SERVICES REPRESENTATIVE – TECHNICAL SUPPORT

Torlys is a highly respected international business law firm with offices in Toronto, New York, Calgary, Montréal and Halifax. We work together to offer seamless cross-border services to our clients all over the world.

As a Torlys employee, you will enjoy both an exciting, fast-paced work environment and a supportive, collegial and team-based culture. Our positions are best suited to individuals who take pride and ownership in their work and demonstrate exceptional client service in everything they do. At Torlys, we take pride in our ability to attract and retain individuals who excel in their respective fields. We do this by providing stimulating work and learning and development opportunities, as well as a competitive compensation and benefits package.

POSITION OVERVIEW

Reporting to the Supervisor, Meeting Services, the Client Services Representative – Technical Support, is responsible for the following duties:

KEY ACCOUNTABILITIES

- Liaise with internal and external clients to co-ordinate technical service requirements for meetings and events.
- Proactively assess Boardroom Request System (BRS) booking details to ensure proper equipment is allocated for technical requests.
- Proactively assess BRS tasking, self-manage time commitments and coordinate with Tech Support peer and/or Supervisor to ensure all demands for service are met.
- Facilitate internal and external boardroom technical functions to ensure the firm's established standards of quality and service are met.
- Provide technical assistance and support to client meetings for boardroom presentation, communication equipment and resolve and/or escalate to the appropriate department or vendor.
- Provide technical training to clients and/or operational groups on boardroom equipment and technology.
- Provide written instruction on boardroom equipment and technology for all offices including Calgary, Halifax, Montreal and New York.
- Operate telephone switchboard, provide reception relief and be the first point of contact for clients and visitors.
- Respond to requests for assistance from reception and boardroom bookings and restock boardroom requests as required.
- Provide off-hours emergency technical support and backup assistance to the premises team in the set up and/or teardown of boardroom set ups.

ATTRIBUTES & EXPERIENCE

- Completed high school diploma or equivalent experience to successfully complete the essential requirements of the role.
- Minimum 3 years of previous related experience, preferably in a professional services firm.
- Ability to operate equipment used in boardrooms including; built in and portable presentation equipment and teleconference units, video conference units, microphones, PC's, fax machines, photocopiers, and switchboard phones.
- Knowledge and experience in MS Office suite, including Word, PowerPoint, Outlook.
- Excellent client service orientation with the willingness to go above and beyond the call of duty to service clients both internally and externally.
- Strong organizational and time management skills to effectively prioritize and meet deadlines with minimal supervision in a highly demanding environment.

- Excellent communication skills (verbal and written) with the ability to interact with individuals at all levels within the organization.
- Strong interpersonal skills with the ability to work well both independently and collaboratively within a team environment.
- Sound judgment including the ability to deal with confidential information with utmost discretion.
- Ability to lift up to 25 pounds in the movement of boardroom equipment.

HOW TO APPLY:

Please address your resume and cover letter, stating your salary expectations to Firm Admin Recruiting (firmadminrecruiting@torys.com)

We thank all applicants for their interest in Torys LLP; however only candidates selected for an interview will be contacted

At Torys we are committed to diversity in the recruitment, retention and advancement of our people. We believe that diversity of backgrounds, experiences and perspectives enhances the quality of our work and enriches our lives. We are committed to fostering an inclusive and accessible work environment. Accommodations are available for applicants with disabilities. If you require accommodation at any time during the recruitment process, please contact [Malinda Dunfield](#), Manager, Human Resources.