

Mitchell Leff

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With a focus on building effective organizations and creating adaptable, hospitable and collaborative teams, I bring an inspired approach to the operations, logistics, hospitality and real estate verticals. Being inventive and collected under pressure, with the ability to capably anticipate possible points of failure, I am able to bring a solutions-focused - as opposed to reactionary - lens to global organizations.

Experience

City Recovery of America (previously Serenity New York)

June 2012 – present

New York, NY | Philadelphia, PA | East Hampton, NY

Director, Strategic Operations

June 2014 – Present

Manager, Operations

June 2013 - June 2014

Client Support Specialist

June 2012 – June 2013

- Oversee business operations across 12 properties and manage billing, invoicing, facilities and external vendor relationships
- Provide widespread executive support for calendar management, facilities, household staff, real estate management and travel accommodations
- Manage team of 10 direct reports, including performance reviews, emergency response, client escalation and partnering with senior leadership on HR matters
- Source, interview, train and develop new employees to ensure cohesive company culture, team collaboration and client interactions and champion staff intern programs
- Ensure staff needs are met across departments spanning client support, food service, maintenance and support teams
- Lead client experience through entire lifecycle from initial onboarding, through onsite services, programming and relationship management
- Work as primary liaison and company ambassador for legal teams, financial partners and contractors
- Set, monitor and manage scheduling, itineraries and communications with high-touch, high-profile clients, balancing a high level of confidentiality with best-in-class hospitality
- Coordinating client and staff logistics ranging from global travel to last-minute missions

Prior Experience

Kitchen Public Relations

2012 – 2013

Assistant Account Executive

DKC

2011

PR Intern

Volunteer Experience

Caron Treatment Centers | *Volunteer/Fundraiser Organizer*

New York Cares | *Volunteer*

BIGVISION | *Board Member*

Education

Rutgers University, New Brunswick, NJ

2011

BA in Communications; Minor in History