



## **IDENTIFICATION**

Department	Position Title	
Justice	Administrative Assistant	
Position Number	Community	Division/Region
82-3929	Yellowknife	Legal Aid Commission

## **PURPOSE OF THE POSITION**

Provide reception and clerical support within the Legal Office in accordance with related legislation, regulations, established policies and general office procedures.

## **SCOPE**

Reporting to and under the direction of the Manager – Legal Aid Commission Program Support, the Administrative Assistant will provide support to the administrative and finance staff of the Legal Aid Commission. The Administrative Assistance is often the first point of contact for the public with the Legal Aid Commission.

At any given time there may be up to 2000 open Legal Aid files that will require some level of support by the Administrative Assistant.

## **RESPONSIBILITIES**

### **1. Provides Administrative Support to the Legal Aid Commission office.**

- Provides reception duties which include receiving, screening and transmitting telephone calls and messages to all staff of the Legal Aid Commission, answering general inquiries and requests for information and services or directing them to appropriate staff.
- Documents all messages and relevant conversations with clients and potential clients and ensures they are forwarded to proper staff.
- Maintains the office mail system which includes the logging of all mail, email and facsimiles and distribution to appropriate staff members.
- Conducts data entry of all incoming legal aid applications
- Maintains client filing system by preparing files, updating them and bringing files

- forward at appropriate intervals and doing general office filing.
- Assists with the maintenance of operational and administrative files and records of the Commission which includes archiving and general records management processes.
  - Types outgoing correspondence and other material for staff as required.
  - Schedules appointments and obtains routine information from clients.
  - Delivers and picks up mail and documents by hand. Mails and faxes legal documents, correspondence and administrative forms to appropriate courts, registries, clients, other counsel, etc., and ensures provision of adequate copies.
  - Assists in arrangements for Board meetings including arranging travel, accommodation, advances for Board members and booking physical space and amenities.
  - Maintains the office leave and attendance records as required
  - Maintains an approved procedures manual for the position
  - Performs other related duties as may be requested by the Executive Director.

## **WORKING CONDITIONS**

### **Physical Demands**

No unusual demands.

### **Environmental Conditions**

No unusual conditions.

### **Sensory Demands**

No unusual demands.

### **Mental Demands**

May be required to interact with clients who are angry or upset or who have mental health or substance misuse issues.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Proficiency with personal computers and appropriate software (Microsoft Office Suite, Excel, Outlook).
- Knowledge of GNWT records management processes.
- Ability to type between 30 – 50 wpm.
- Familiarity with database software.
- Knowledge of and ability to apply general office procedures
- Strong written and verbal communication skills
- Diplomacy and ability to deal with the public
- Knowledge of the importance of privilege and confidentiality
- Demonstrated ability to deal with hostile and potentially angry clientele.
- Ability to work in a cross cultural environment
- Ability to work independently

**Typically, the above qualifications would be attained by:**

Completion of high school or post-secondary keyboarding or office procedures course, at least three years of general office administration experience and previous experience in a law office environment.

**ADDITIONAL REQUIREMENTS**

**Position Security** (check one)

- ☐ No criminal records check required
- ☒ Position of Trust – criminal records check required
- ☐ Highly sensitive position – requires verification of identity and a criminal records check

**French language** (check one if applicable)

- ☐ French required (must identify required level below)
  - Level required for this Designated Position is:
  - ORAL EXPRESSION AND COMPREHENSION
    - Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
  - READING COMPREHENSION:
    - Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
  - WRITING SKILLS:
    - Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
- ☐ French preferred

**Indigenous language:** To choose a language, click here.

- ☐ Required
- ☐ Preferred