

JOB POSTING

Legal Assistance of Windsor
is seeking a Full-Time Support Staff

MINIMUM HIRING REQUIREMENTS FOR THIS POSITION:

- Word processing 60 wpm
- Intermediate computer skill
- Knowledge of, and experience using Office 2010 (Word, Outlook, Excel)
- Knowledge of and experience using Internet Explorer and other internet search engines
- Diploma in office administration or equivalent experience
- Excellent communication and interpersonal skills.

DUTIES and RESPONSIBILITIES:

Reception:

- Answer telephones, direct calls, and greet clients;
- Apply case and client eligibility criteria, and make referrals as necessary.

Word Processing/Office Support:

- Review letters, forms, reports or other documents for spelling, grammatical accuracy and formatting;
- Print and save all student documents in the proper directories;
- Maintain precedent files and directories;
- Photocopy documents and attachments to correspondence as required;
- Open, date stamp, log and distribute incoming mail;
- Process all outgoing mail and/or courier packages;
- Open and close files and document relevant information;
- Transfer files at term changeover;
- Maintain supply of office forms;
- Maintain tickler records in the database;
- Maintain resource, referral and mailing lists;
- Maintain and up-date shared online calendar;
- Train students on front reception coverage duties;
- Assist with intake coverage; and,
- Other duties as assigned.

Interpersonal and Organizational Competencies:

- General knowledge of office procedures, standard office equipment, and administrative procedures;
- Ability to handle many tasks at once, often with interruption;
- Ability to work quickly and accurately in a fast paced environment;
- Aptitude and willingness to work effectively with vulnerable clients, particularly clients with mental health issues and survivors of domestic abuse;
- Excellent interpersonal and communication skills and sound judgment when dealing with clients, lawyers, social workers, students and other agencies;
- Excellent spelling and grammar skills, including accurate word processing and data entry skills with attention to detail;
- Excellent organizational skills with attention to detail;
- Proven ability to learn and adapt to new or modified policies and procedures;
- Experience with legal files would be an asset;
- Other duties as assigned.

Computer/IT Processes:

- An aptitude to learn other programs/software as required;
- Demonstrated ability to use latest communication and computing technologies with an aptitude to learn other programs/software as required.
- Excellent interpersonal, communication and sound judgment for dealing with clients, lawyers, social workers, students and other agencies;
- Excellent spelling and grammar skills, including accurate word processing and data entry skills with attention to detail;
- Excellent organizational skills with attention to detail;
- Proven ability to learn and adapt to new or modified policies and procedures;
- Experience with legal files would be an asset;

Physical Demands:

Physical demands are limited-prolonged periods of sitting, visual concentration while processing documents on computer.

Working Conditions:

Primary contact with the public, both in person and by telephone; experience serving low-income and vulnerable clients. Located at front of general office area, often subject to high noise levels and discomfort from temperature variations.

Interested candidates are asked to submit a resume with covering letter by 12:00 p.m. noon on Friday, May 11, 2018 to:

Hiring Committee
Legal Assistance of Windsor
443 Ouellette Ave., 2nd Floor
Windsor, Ontario N9A 4J2
prattl@lao.on.ca

We thank all applicants for their interest; however only those selected for an interview will be contacted.