

**HUMAN RIGHTS LEGAL SUPPORT CENTRE  
JOB DESCRIPTION**

<b>POSITION TITLE</b>	<b>RECEPTIONIST &amp; ADMINISTRATIVE ASSISTANT (BILINGUAL)</b>
<b>NUMBER OF INCUMBENTS</b>	<b>1</b>
<b>REPORTS TO</b>	<b>Manager of Business Services</b>
<b>LAST UPDATED</b>	<b>September 2019</b>

<b>PURPOSE OF POSITION</b>
To provide reception and general clerical and administrative services for the Human Rights Legal Support Centre (HRLSC).
<b>MAJOR DUTIES &amp; RESPONSIBILITIES</b>
<p>Primary contact for the general public seeking information on HRLSC service by performing duties such as:</p> <ul style="list-style-type: none"> <li>• Greets visitors to the HRLSC, determines nature of the visit (e.g. attending a pre-arranged meeting; requesting general information; requesting legal assistance with an application to the Human Rights Tribunal of Ontario) and calls appropriate staff member to assist the visitor.</li> <li>• Provides information packages to visitors as requested.</li> <li>• Responds to incoming calls and inquiries; transfers or directs calls as necessary.</li> <li>• Arranges outgoing mail, courier deliveries, and signs waybills.</li> <li>• Opens incoming faxes, mail, courier deliveries and uploads to the Client Tracking Tool (CTT).</li> <li>• Ensures that documents / mail is organized for distribution in accordance with HRLSC processes, sends an email to the Legal Case Coordinator and assigned legal staff member attaching correspondence.</li> <li>• Monitors emails received in the HRLSC inbox and uploads attachments and covering email to the CTT. Notifications are generated by the system and appropriate staff are alerted of upload.</li> <li>• Routinely conducts physical inspections of the reception area and keeps area tidy. Updates information in reception area as necessary.</li> <li>• Checks all equipment to ensure it is in working order.</li> </ul> <p>Provides related clerical and administrative duties such as:</p> <ul style="list-style-type: none"> <li>• Notifies vendor regarding monthly meter reading, calling them to replenish supplies and schedule maintenance or service.</li> <li>• Reconciles all courier invoices and confirms that services have been rendered.</li> </ul>

- Retrieves legal files from archives records centre.
- Ensures office supplies are maintained and re-ordered as necessary by monitoring supply inventories, preparing orders for office supplies, receiving / unpacking supplies and checking against order, contacting vendors if order delivered incorrectly.
- Submits requests and acts as point of contact for on-site minor repairs and maintenance, e.g. changing burnt out light bulbs, heating / cooling issues, lock repairs, emptying garbage, equipment etc.
- Follows-up with HRSLC staff and seeks confirmation of personal usage on mobile service invoices, consults with Accountant in a timely manner to ensure payroll deductions take place.
- Provides HRLSC / Goodlife corporate membership information to staff.
- Performs other duties as assigned which may change from time to time depending on a number of factors, including changes in the demand for legal services or in the Centre’s service delivery model.

**COMPENSABLE FACTORS**

**KNOWLEDGE & SKILLS**

Requires knowledge and skills to perform a variety of clerical and administrative tasks requiring the selection of appropriate courses of action based on an understanding of the issues.

Requires literacy skills to read and understand technical/legal concepts; numeracy skills to compile data and identify relationships.

Knowledge of office procedures; ability to operate standard office equipment; ability to use computer and standard office software, including Microsoft Office and case management systems, to manipulate and analyze data, and to format a variety of documents, charts, and presentations.

Ability to work collaboratively and respectfully in a diverse workplace, including awareness of and sensitivity to cultural, racial, ethnic, gender, age and disability-related issues that may arise in the workplace and in serving diverse communities.

Commitment to applying the principles of cultural competence in performing the job responsibilities of this position including recognition of the need to deliver services to the public in a manner that recognizes the unique needs of the diverse communities served by the Centre.

**COMMUNICATIONS SKILLS**

Requires the ability to provide standardized information to members of the public.

Requires interpersonal skills to interact with members of the public, determine the nature of the request, and provide appropriate information in a courteous manner.

**ANALYTICAL SKILLS**

Requires analytical skills to select appropriate course of action from standard procedures.

<b>RESPONSIBILITY FOR DECISIONS/ACTIONS</b>	
Responsible for decisions requiring independent judgement in determining courses of action within defined standards and procedures.	
<b>RESPONSIBILITY FOR MANAGEMENT/LEADERSHIP</b>	
Responsible for managing own work within deadlines and priorities established by others, and for training less experienced co-workers in performing the same work.	
<b>RESPONSIBILITY FOR CLIENTS/STAKEHOLDERS</b>	
Responsible for courteous interactions with clients and stakeholders, and for the accurate collection and recording of relevant case information.	
<b>PHYSICAL EFFORT/DEMANDS</b>	
Work involves considerable physical effort, with little opportunity to control the pace of activities (e.g. work allowing little flexibility to change activities or take a break to alter body position 4 hours or more per day; or requirement to lift or carry heavy objects on a daily basis).	
<b>MENTAL/SENSORY DEMANDS</b>	
Work involves moderate mental/sensory demands. Typically deadlines and priorities are unpredictable, pace of work cannot be controlled or predicted, overtime requirements are more than 10 hours per week, frequent requirement to deal with upset or agitated clients.	
<b>WORKING CONDITIONS</b>	
Work is regularly performed in an area where exposure to some unpleasant environmental conditions cannot be controlled (e.g. working in an area open to the public; or working in an open area).	