

Complete Job Description

Position Title: Part-Time Administrative Assistant
Location: Law Commission of Ontario
Osgoode Hall Law School, York University
2032 Igant Kaneff Building, 4700 Keele Street, Toronto, Ontario
Contract: March 2020 – April 30, 2021 (Potential opportunity for contract extension)

Job Purpose:

The main responsibilities of this position are to provide general administrative and website support to the Law Commission of Ontario (LCO) office and its staff, and professional, efficient and courteous front-line service to the public. The incumbent works under the direction and supervision of the Executive Officer (EO), and will work occasionally with the Executive Director and Counsel/Project Heads.

Basic Functions: Administrative, website and reception duties.

Major Duties:

Administrative Support: Under the direction of the EO, the incumbent will be responsible for providing a full range of administrative duties including drafting and producing correspondence, short reports and summaries; formatting a variety of materials including discussion and consultation papers, and final reports; coordinating the design stage of reports by working with the LCO's external graphic design vendor; coordinating the translation of LCO documents; assisting with the stakeholder database and contact list management; and assisting with mail-outs, both electronically and by mail.

The administrative assistant ensures the office photocopier is maintained, ensures sufficient supply of paper and toner, monitors and orders office supplies, ensures the general tidiness of the front office, maintains hardcopy and electronic files, and provides general office support including photocopying and scanning.

Meetings and Events: Under the direction of the EO, the incumbent will assist with coordinating meetings, conferences or other events. Tasks in this area may include soliciting availability from meeting participants; researching venues, catering and pricing; preparing materials conferences and other various meetings; arranging room bookings on and off campus; ensuring meeting rooms are appropriately set up; and arranging for catering, audio/visual equipment. When there is a conference or large event, the incumbent will also assist with on-site event setup and execution.

Website: Under the guidance of the EO the incumbent is responsible for inputting content on the LCO website in English and French; creates web-surveys, comment boxes and monitors feedback from the public such as on-line blogs or comments to the LCO's on-going projects. Liaises with the coordinator of web development to solve any problems with the web publishing software; posts news on Twitter; monitors social media accounts and refers activity to the EO and project heads as necessary. Formats communications email and prepares email blasts/newsletters.

Budget Assistance: From time to time, the incumbent will assist the EO with preparing financial documents such as cheque requisitions, claims for reimbursements and journals.

Reception duties: Provides excellent service as the first contact for the public. The incumbent will welcome visitors and notify appropriate staff; answer the main telephone line and assess to whom the call should be forwarded; take messages as required; check the LCO general email inbox every working day and respond to general enquiries in a prompt and professional manner; retrieve voicemails and advises staff of any messages; assist the EO with updates to the internal LCO telephone list; and will handle incoming and outgoing mail for the LCO and staff.

The incumbent will also be responsible for other related administrative duties as required or directed by the EO, Executive Director or Counsel.

Decision Making:

Works independently within the prescribed responsibilities and parameters of the job and under the direction of the Executive Officer.

Direction received:

Will be expected to exercise judgment and perform necessary follow-up when completing assignments; complex matters will be referred to the Executive Officer.

Qualifications:

College graduation with secretarial training or equivalent combination of education and/or experience; 3-4 years of office/administrative support experience.

Experience Requirements:

3 to 4 years office/administrative experience in providing front-line service, answering enquiries, inputting information in website content management platforms, social media management, and general administrative tasks. Experience with event planning, particularly in an academic setting, and the ability to function in French is an asset.

Skills:

Demonstrated skill/ability in the following areas: excellent spelling, writing and grammatical skills in English. Advanced word processing skills in Microsoft Word. Intermediate skills in Excel and PowerPoint. Effective customer service skills. Effective oral communication to obtain and relay information accurately both in person and on the telephone. Ability to maintain confidentiality. Exercising tact, diplomacy and discretion when dealing with others. Working effectively both independently and as part of a team. Exercising initiative and good judgment. Effective organizational skills including setting priorities and working under pressure of high volume and constant interruptions.

Work Environment/ Physical/Sensory

This position requires that the LCO's front reception is staffed during determined working hours. As such, the opportunity to work out of office or from a home office is not available for this role. The incumbent will be working at a computer but will have ample opportunities to do various tasks away from the reception desk.

Reports to: Executive Officer