



# Job Description Form

## Department of the Attorney General Purpose

To provide high quality and accessible justice, legal, registry, guardianship & trustee services that meet the needs of the community and government.

<b>Position Title</b> <b>Legal Receptionist</b>		
<b>Effective Date</b> December 2017	<b>Position Number</b> 006109	<b>Level</b> Level 2
<b>Division</b> State Solicitor's Office	<b>Directorate</b>	<b>Branch</b> Litigation Support

### Divisional Outcomes

The State Solicitor's Office provides a broad range of legal services to the Government, its departments and agencies. These services include the provision of legal advice, the preparation of legal documents, the conduct of litigation and representation as counsel in courts and tribunals.

The State Solicitor's Office aims to provide these services in a cost effective and timely way, consistent with the necessity to maintain legal excellence and integrity in the Government's legal dealings.

### Directorate Outputs

### Branch Outputs

### Role Of This Position

This position is the initial point of contact for State Solicitor's Office clients through telephone enquiries. This position has a significant role to play in portraying a professional image for the Office and ensuring that all people contacting the Office are treated in a courteous and professional manner.

This position also assists in a range of clerical and administrative tasks.

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## Responsibilities Of This Position

As the first point of contact for most people dealing with the State Solicitor's Office, this position is responsible for ensuring the delivery of a high quality, professional switchboard and administrative service. The position is responsible for promoting the State Solicitor's Office (SSO) in a professional and positive manner through this interaction.

Specifically, this position:

- Greets and screens callers to the State Solicitor's Office over the telephone or as the contact occurs.
- Attend to routine client enquires regarding the allocation and progress of legal matters
- Operates the telephone switchboard. Directs calls to the appropriate staff member or team of the State Solicitor's Office.
- Ensures that the telephone system is maintained in good working order and attends to staff enquiries and fault reports.
- Collects and distributes messages from the SSO answering service either during the day or after hours.

This position also has an administrative aspect which includes (but is not limited to) general clerical and administrative tasks such as:

- Manage meeting room bookings within the SSO tenancy including equipment bookings with the assistance of the IT team;
- Maintain and update the internal telephone directory;
- Assists the Business Support team with SSO Building tenancy maintenance requests work orders;
- Co-ordinates stationary orders;
- Assists the workflow team with organisation of couriers
- Processing accounts and invoice payments;
- Assists Legal Teams with data entry and keyboard work
- Assists Legal Teams by contributing to the operation and maintenance of internal information systems such as the Time and Matter Costing System for billing and costing work and TRIM for file locations.

### Corporate citizenship

Demonstrate high standards and practice of ethical conduct and behaviour as required under the Departments frameworks of Code of Conduct and Public Sector Code of Ethics.

Demonstrate a commitment to the ethos of Equal Employment Opportunity principles through personal conduct and daily interaction with colleagues.

Demonstrate commitment to the legislative obligations set out in the *Occupational Health and Safety Act 1984*.

Take reasonable care to ensure their own safety and health, and that of others at work, and comply with the department's policies and any other direction given for their safety and health in the workplace.

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## Skills, Knowledge, Behaviours and Qualifications

For purpose of training etc.

### **SKILLS**

#### **Communication and Interpersonal Skills**

The ability to listen to, talk to, and get along with, a range of people (from junior to very senior staff, clients and members of the public). The ability to remain polite, calm and diplomatic when faced with difficult situations.

#### **Computing / Keyboarding Skills**

The ability to enter and retrieve information from document management systems (Trim or similar). Able to demonstrate skills in the use of Word and e-mail packages.

#### **Time Management and Organisational Skills**

The ability to complete tasks on time by organising and prioritising work. The ability to respond promptly to requests for assistance (such as the need for service repairs). Maintains a neat and organised workstation to ensure the timely processing of important documentation.

#### **Problem Solving**

The ability to use initiative in undertaking research and problem solving tasks (for example to assist in answering a telephone enquiry from a client).

#### **Attention to Detail**

Applies meticulous care when completing tasks, particularly for data entry and when conveying information to others (e.g. when passing on messages).

#### **Team Work**

Participates constructively and positively within workplace teams to achieve results. Positively contributes to any improvement initiatives implemented within the office. Exhibits behaviour conducive to a positive and innovative culture.

#### **Confidentiality**

Maintains complete confidentiality, especially when handling sensitive information and / or documents.

#### **Policies and Procedures**

The ability to refer to, and follow, policies and procedures when completing tasks (this includes: include security and emergency procedures).

### **KNOWLEDGE & EXPERIENCE**

#### **Switchboard Operation**

Demonstrated experience in the use of a switchboard system and attendant console.

#### **Legal Terminology**

Basic knowledge of legal terminology, documents and procedures.

### **BEHAVIOURS**

The incumbent is also expected to display:

- Active team participation,
- Contribute to information sharing,
- Be an active participant in any change or developments within the office.

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## Work Related Requirements

The work related requirements to be addressed in the application are stated in the Application Package.

*The following work related requirements may be assessed at different stages of the selection process.*

### **ESSENTIAL**

#### **Communication and Interpersonal Skills**

Highly developed communication and interpersonal skills, including the ability to listen to, talk to, and get along with a range of people. The ability to remain polite, calm and diplomatic when faced with difficult situations.

#### **Switchboard Operation**

Demonstrated experience in the use of a switchboard system.

#### **Computing / Keyboarding Skills**

The ability to enter and retrieve information from information management systems, including data entry and e-mail.

#### **Time Management and Organisational Skills**

The ability to complete tasks on time by organising and prioritising work. The ability to respond promptly to requests for assistance. The ability to maintain a neat and organised workstation to ensure the timely processing of important documentation.

#### **Problem Solving**

The ability to use initiative in undertaking research and problem solving tasks (for example in answering and appropriately placing telephone enquires from clients).

#### **Attention to Detail**

Applies meticulous care when completing tasks, particularly for data entry and conveying information to others (e.g. when passing on messages).

#### **Team Work**

Demonstrates ability to work effectively as part of a group or independently as the need arises.

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## Reporting Relationships

<b>Title</b> Assistant General Manager
<b>Classification</b> 7

Responsible To

<b>Title</b> Manager Litigation Support
<b>Classification</b> Level 6

Responsible To

<b>THIS OFFICE</b>
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Other offices reporting to this office

<b>Title and Classification:</b>
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Offices under direct responsibility

Title	Classification	Number of FTEs Supervised and controlled
-	-	-

<b>LOCATION AND ACCOMMODATION</b> State location. If accommodation is available give details such as department/G.E.H.A., free/rental, etc.	<b>LOCATION ACCOMMODATION</b>
<b>ALLOWANCES/SPECIAL CONDITIONS</b> State allowances and conditions applicable.	

## Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

<b>Position Title of Delegated Authority</b> (as per HR Management Delegations) State Solicitor
<b>Signature</b>
<b>Date</b> 12/12/17