

## LEGAL ASSISTANT (CALGARY)

### POSITION OVERVIEW

Reporting to the Office Administrator, this position is responsible for providing administrative support to lawyers and legal assistants and providing back up support to the client services representative.

### KEY ACCOUNTABILITIES

#### Principal/Client Support

- Provide backup support when other Legal Assistants are absent, are at capacity and/or managing multiple/difficult deadlines.
- Prepare client correspondence in accordance with the requirements set by the principal/practice group, as required.
- Update contact names and addresses in Interaction and any other client databases.
- Coordinate client meetings, schedule boardrooms and arrange for catering or audio-visual equipment.
- Update calendars for assigned principals, which includes meetings, appointments, due dates and client-related activities.
- Handle and review all incoming mail, email, fax communications; and arrange for specialized mail/courier/messenger services as required.
- Receive, handle, screen and/or direct incoming calls as directed by principals; respond to routine inquiries and requests from clients; and take messages as required.
- Respond promptly to requests, and work collaboratively with other departments and members of the Firm.
- Provide back up support to the client services representative which includes covering reception during breaks (ie. lunch hour).
- Coordinate activities with other departments and staff as required.
- Liaise with Document Specialists (TO) as appropriate, to ensure tasks are completed within a timely manner.
- Participate in projects and initiatives as assigned.

#### Financial Functions

- Prepare, print and review prebills (e.g., monthly, quarterly or on request), and revise according to client billing guidelines and Firm standards and policies.
- Ensure billing and supporting documents are sent to clients in a timely manner.

#### File Management

- Maintain and organize files to ensure they are easily retrievable by principals, file/scan all paper or electronic correspondence/records into the firms document management system. Work with Support Assistants as required to store client files as appropriate within firm guidelines.

### ATTRIBUTES & EXPERIENCE

- Legal Assistant diploma or post-secondary degree/diploma in Office Administration is required.
- Minimum 1-2 years of previous related experience, preferably within a legal professional services firm.



- Strong in MS Office which includes a strong working knowledge of Outlook, Excel, PowerPoint and Word
- Strong client service orientation combined with the ability to manage multiple client needs at the same time
- Excellent communication (verbal and written) and interpersonal skills
- Exceptional attention to detail, efficient and organized. Proactive and takes initiative
- Ability to work well independently and collaboratively within a team environment
- Ability to work under pressure
- Flexibility to occasionally work overtime

Interested candidates should forward their resume in confidence to Isa King at [iking@torys.com](mailto:iking@torys.com).

We foster an inclusive and accessible environment and are committed to providing support to applicants and firm members with disabilities. If you require accommodation at any time during the recruitment process, please contact [Isa King](#), Office Administrator.