

COURT AND CLIENT REPRESENTATIVE (IRREGULAR ON-CALL) - DESIGNATED BILINGUAL (ENGLISH-FRENCH)

Organization: Ministry of the Attorney General

Division: Court Services Division

City: Haileybury

Job Term: 1 Temporary - 12 months

Job Code: 09OAD - Office Administration 09

Salary: \$24.39 - \$28.43 Per Hour*

Posting Status: Open

Job ID: 132324

Consider this challenging opportunity working for the Ministry of the Attorney General in the (Superior and/or Ontario) Court of Justice as a Court and Client Representative in where you will provide technical guidance, information and support for the provision of an accessible, fair, timely and effective justice service to the public and justice participants.

Please Note: you will work from zero to 36.25 hours per week, depending on operational requirements, with no guaranteed hours.

What can I expect to do in this role?

You will provide court support functions (pre-court, in-session and post-court) by:

- ensuring all pre-court work is conducted prior to each day's proceedings (example: preparation and presentation of exhibits, distributing court dockets)
- preparing and presenting all court documents and ensuring accuracy and completion of same
- testing court audio and recording equipment prior, during court and after each recess
- setting up, troubleshooting and monitoring court video technology for appearances that requires video
- maintaining order and decorum in the courtroom (example: administering oaths and cautions, relaying orders of the court arranging adjournment dates)
- liaising with various court staff, stakeholders and judiciary to ensure proper case-flow
- ensuring all proceedings are recorded and annotated in accordance to legislative requirements, ministry guidelines and standards
- ensuring courtroom and court recordings are secure and safeguarded
- preparing and checking court documents for accuracy and completion as per legislated requirements and Rules of Procedure
- coordinating and managing the jury panel and all jury related duties

You will provide client support at the public counter and in the court office by:

- providing professional and respectful services to clients at all times
- determining nature and scope of client needs in relation to requirements of the court
- providing advice and guidance to clients in alliance with legislation, rules, procedures and policy

- ensuring accuracy and completion of all filings and that timelines are adhered to
- preparing and signing court documents under statutory authority of clerk of the court (example: warrants of committal, restraining orders, affidavits)
- accurately inputting, updating and listing court information and filings into manual or computerized systems to ensure most up-to-date information is available
- recording statistics and preparing system generated reports
- process filings, fees, restitution, fines and payments
- issuing invoices and writing correspondence
- assisting with exhibit management and managing current and archival files

How do I qualify?

Mandatory

- you have availability to work on weekends and statutory holidays
- you can travel to other court locations and in small aircraft (small aircraft as required for remote locations)
- you have a valid driver's License
- oral French language skills at the advanced level and written French language skills at the advanced-minus level (you will be tested for your French proficiency level)

Communication and Client Service Skills

You have demonstrated:

- knowledge of customer service principles and standards to consistently provide professional, responsive and accessible client service
- collaboration, team building and mentoring skills to provide leadership and guidance to peers and other staff
- professional and respectful behaviour (example: through verbal and written skills) to ensure a workplace free from bias, harassment and discrimination
- oral and written communication skills to write routine correspondence, liaise with internal and external stakeholders and clients to explain and clarify complex information (example: the Rules of Civil Procedure, guidelines, procedures, legislation)
- public speaking skills to address small to large groups of individuals during courtroom proceedings
- a high degree of accuracy and attention to detail to prepare and review a variety of forms and legal documents

Technical Proficiency

- You have the ability to operate and troubleshoot digital devices (example: checking microphones for recording levels, audio problems related to in-court audio and recording equipment) and multi-functional devices (example: remote video technology, electronic evidence display equipment, assistive listening devices)
- You are proficient with computer software (example: Microsoft Office), operational and case management systems (example: ICON and FRANK), and the Internet to access and retrieve information
- You have keyboarding skills to accurately prepare and complete documentation and to annotate court proceedings within tight deadlines

Planning and Organizational Skills

- You have flexibility and adaptability to accommodate constant shifts in focus and changing priorities
- You have demonstrated organizational and prioritization skills using various methods (example: calendar, notes, bring forward files) to manage workload and respond to unforeseen demands
- You can work independently and in a team environment

Problem Solving and Judgement Skills

- You have demonstrated problem solving skills to identify, address and resolve clients' problems and concerns
- You have demonstrated ability to interpret and assess situations or circumstances and make sound

judgements to diffuse and de-escalate situations (example: angry clients at the counter or in the courtroom)

Specialized Knowledge

You have demonstrated:

- the ability to acquire and apply knowledge of courtroom procedures, practices and protocols
- the ability to interpret and apply relevant legislative requirements, guidelines and directives (example: Criminal Code, Child and Family Services Act, Rules of Civil Procedure, lawyer's referral service)

Administrative and Mathematical Skills

You have demonstrated:

- arithmetic skills to receive payments, calculate fees, collect and balance monies
- the ability to operate a cash register and point of sale machine to handle cash and credit/debit card transactions
- experience performing administrative and clerical functions in order to manage active and archived files

Additional Information:

Address:

- 1 Bilingual Temporary - Irregular On-Call, duration up to 12 months, 393 Main St, Haileybury, North Region, Criminal Record and Judicial Matters Check

Compensation Group: Ontario Public Service Employees Union

Schedule: 3.7

Category: Administrative and Support Services

Posted on: Tuesday, January 22, 2019

Note:

- This ad is also available in French.
- In accordance with the Ontario Public Service (OPS), Employment Screening Checks Policy (ESCP), the top candidate(s) may be required to undergo a security screening check. Refer to the above to determine the screening checks that are required for this position.

You will be responsible for obtaining the criminal record check at your own expense and provide it, along with your written consent, to the Transition and Security Office (TSO), Talent Acquisition Branch (TAB), HR Service Delivery Division (HRSDD) to evaluate the results. If applicable, the TSO, with your written consent, will request and obtain any additional employment screening checks that were not obtained directly by you. (Note: If a Vulnerable Sector Screening Check is required, it must also be obtained in person at your local police service).

A record under the Criminal Code and/or other federal offence record(s) does not automatically mean you will be ineligible for the position. The employment screening check(s) will only be reviewed and evaluated by the TSO for the purpose of making a security clearance decision. The details of an individual's employment screening check(s) will be considered in specific relation to the duties and responsibilities of the position being filled. Employment screening check records will be maintained by the TSO and kept strictly confidential.

- T-AG-131284/19

How to apply:

1. You must [apply online](#).
2. Your cover letter and resume combined should not exceed five (5) pages. For tips and tools on how to write a concise cover letter and resume, review the [Writing a Cover Letter and Resume: Tips, Tools and Resources](#).
3. Customize your cover letter and resume to the qualifications listed on the job ad. Using concrete examples, you must show how you demonstrated the requirements for this job. We rely on the information you provide to us.
4. Read the [job description](#) to make sure you understand this job.
5. OPS employees are required to quote their WIN EMPLOYEE ID number when applying.
6. If you require a disability related accommodation in order to participate in the recruitment process, please [Contact Us](#) to provide your contact information. Recruitment Services staff will contact you within 48 hours.

Please be advised that the results of this competition may be used to form an eligibility list of qualified candidates to potentially fill future vacancies represented by the Ontario Public Service Employees Union (OPSEU). In accordance with the Collective Agreement, eligibility lists are shared with OPSEU representatives. By applying to this competition, you are providing consent that your name may be shared with OPSEU representatives. All external applicants (including former employees of the Ontario Public Service) applying to a competition in a ministry or Commission public body must disclose (either in the cover letter or resume) previous employment with the Ontario Public Service. Disclosure must include positions held, dates of employment and any active restrictions as applicable from being rehired by the Ontario Public Service. Active restrictions can include time and/or ministry-specific restrictions currently in force, and may preclude a former employee from being offered a position with the Ontario Public Service for a specific time period (e.g. one year), or from being offered a position with a specific ministry (either for a pre-determined time period or indefinitely). The circumstances around an employee's exit will be considered prior to an offer of employment.

Remember: The deadline to apply is **Tuesday, February 5, 2019 11:59 pm EST**. Late applications will not be accepted.

We thank you for your interest. Only those selected for further screening or an interview will be contacted.

**The Ontario Public Service is an inclusive employer.
Accommodation is available under the [Ontario Human Rights Code](#).**