

Job Description

Job Title:	Legal Assistant
Department:	Legal and Immigration Services
Reports To:	General Counsel
Jobs Reporting:	None
Salary Grade:	USG 8
Effective Date:	February 2019

Primary Purpose

Reporting to the General Counsel, the Legal Assistant supports legal counsel in the Legal & Immigration Services (LIS) Office. The incumbent is responsible for providing support for administrative tasks, file management, organization, drafting, research support, and a range of administrative tasks that contribute to the smooth and efficient operations of the office by providing support to all LIS Legal Counsel. This position assists with the overall efficiency by assisting with the day-to-day operations and co-ordination of administrative operations of LIS.

Key Accountabilities

Support and Administration

- Serving as a legal resource for informed legal decision-making and creative problem-solving to facilitate the University's pursuit of its mission of teaching, research, and service.
- Providing excellent and timely legal support to University faculty and staff to ensure excellence in fulfilling the University's legal and ethical obligations.
- Facilitating all aspects of legal matters at the University as necessary or appropriate.
- Serving as a point of contact for interactions with external counsel, who may be retained by the General Counsel to support LIS from time to time, as circumstances warrant.

Strategic Legal Support and Leadership

- Prepares various legal documents, forms and materials for approval (e.g. placement and affiliation agreements), and copies, collates and prepares materials for signature/distribution to internal/external stakeholders.
- Assists with handling incoming correspondence, emails, confidential files, and other sensitive legal documents, determining the appropriate response or further action required.
- Drafts responses or responds directly where appropriate, and reviews and proofreads Department documents and correspondence.
- Performs research and legal searches using CanLii and Carswell, etc. (i.e. researching case law).
- Develops and assists in maintaining a database of all agreements and affiliations and tracks related files.
- Provides administrative support with in-depth knowledge and management of a high volume of legal files and various matters and the overall day-to-day operations of LIS.
- Drafting and preparation of internal and external correspondence, various confidential legal documents, and forms to assist in the progression of legal procedures as required.
- Independently manages legal filing for all files handled by Legal Counsel, in accordance with legal requirements and University Policy, ensuring effective management of confidential and sensitive information.
- Ensures the effective management of confidential and highly sensitive information.

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- Monitors LIS processes and provides recommendations to support the ongoing refinement of LIS procedures to ensure quality of service.
- Liaises with external counsel, government agencies, courts, and tribunals for various matters.
- Serves as a point of contact for visitors, staff, faculty members, or students contacting the office regarding sensitive or highly confidential matters, answering or re-directing inquiries as appropriate.
- Identifies urgent issues that require immediate attention and facilitates a resolution, escalating issues that require General Counsel's attention, where necessary.
- Maintains a strong knowledge base of University policies, resources and services, developing and fostering strong and constructive working relationships with senior leadership and administration of the University and often serving as a resource to consult and advise on internal and external stakeholders.
- Tracks the progress, status, and deadlines related to all legal matters, ensuring deadlines are not missed and bringing forward items for action when necessary.

General Office

- Assists in managing complex calendars of the Legal Counsel, including booking travel, coordinating appointments, organizing meetings that could include multiple internal and external stakeholders; ensuring deadlines are met and that meetings are prioritized and scheduled based on time sensitivity and importance.
- Assists members of LIS with submitting Concur claims or other expense claims, ensuring all required documentation is provided.
- The Legal Assistant acts as one of the first points of contact for visitors, staff, students and faculty members contacting the office. Assists in being responsible for answering or re-directing inquiries, as appropriate.
- Promotes a culture of continuous improvement in terms of efficiency and leveraging systems capacities and new technologies.
- Supports Legal Counsel in drafting the LIS newsletter that is published each semester.
- Ships packages using Agile shipping application; ensures confidential material is secure and prepares confidential shredding or recycling materials.
- Coordinates the shipping of documents or correspondence via mail or courier.
- Regularly assists the Senior Legal Administrator with records and information management within the LIS office in accordance with University records management and retention policies, guidelines and legislated requirements.
- Provide support on data implantation within the data management system.
- Performs administrative tasks and assists with project in support of the operations of the department.

Departmental Operations

- Provides relationship management and administrative co-ordination for LIS including preparation of reports, organizing meetings and developing agendas.
- Assesses filing systems and processes to ensure efficiency and effectiveness and proposes and implements changes where necessary and desirable.
- A resource for informed decision-making and creative problem-solving.
- Prepares records for destruction or transfer to storage facilities, in accordance with retention and disposal policies
- Performs other duties as assigned by the General Counsel, Legal Counsel, the Senior Legal Administrator, or other members of LIS

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and*

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safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.

Required Qualifications

<p>Education</p> <ul style="list-style-type: none">• Undergraduate Degree or equivalent education and experience required• College Diploma in a law-related discipline (e.g. Legal Assistant, Law Clerk, Paralegal), or equivalent extensive administrative experience
<p>Experience</p> <ul style="list-style-type: none">• 5 plus years of experience providing administrative coordination and paralegal support in a complex office environment• Previous experience working as a paralegal providing administrative support preferred• Experience working as a legal assistant providing administrative support required
<p>Knowledge/Skills/Abilities</p> <ul style="list-style-type: none">• Demonstrated experience working in a highly confidential environment at the executive level• Provides courteous, timely, and efficient service while reflecting a positive attitude• Proven ability to build strong relationships and proven ability to work collaboratively with senior administration and with team members from a variety of disciplines• Proven ability to manage a large volume of legal files, conflicting priorities and competing deadlines• Excellent Oral and written communication skills to clearly express ideas in an objective manner, and adapt communication style to suit the situation and audience• Demonstrated ability take initiative, to work independently and be part of a team in a fast-paced and challenging environment• Organizational and planning skills, with the ability to think logically and anticipate outcomes• High ethical standards with a strong commitment to maintain confidentiality and treat sensitive information with discretion• Resourceful, creative, and a thorough researcher, and problem-solver• Sound judgment and personal and professional integrity• Demonstrated ability to understand and resolve external and internal partner issues• Ability to maintain a positive, professional attitude with genuine customer service orientation with an ability to apply tact and diplomacy when dealing with sensitive client issues• Supports the team in preparing for guests• Ability to follow formal business practices with high attention to detail• Ability to multi-task and maintain an organized work environment• Adapts readily and effectively to changing priorities and demands• High ethical standards with a strong commitment to maintain confidentiality and treat sensitive information with discretion• Ability to interact professionally with senior administration, students, staff, faculty, and other members of the University community• Intermediate proficiency required in Microsoft Office in order to prepare formal correspondence, documents, emails, memos, and input departmental data into spreadsheets and databases• Knowledge of Adobe applications, Sharepoint, and OnBase a preferred asset as well as demonstrated experience with filing systems• Familiarity with the University of Waterloo's policies and guidelines preferred

Nature and Scope

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- **Contacts:** Regular contact with the General Counsel and entire LIS team, Office of the Vice-President Academic & Provost and various other senior leadership positions, Deans, students, external counsel, and colleagues across the community.
- **Level of Responsibility:** This position is a member of the LIS department within the University and as such represents and speaks on behalf of LIS on various LIS related matters. The Legal Assistant performs no direct supervision of others. The Legal Assistant exercises discretionary authority and sound judgment to make decisions in the role of Legal Assistant on all matters relating to this Legal Assistant role at the University. The Legal Assistant will use his/her judgment to make decisions in a highly confidential environment at the executive level. S/he will be involved in developing recommendations to resolve highly sensitive, confidential matters that are critical to the University. The incumbent is expected to seek opportunities to raise legal compliance awareness within the University.
- **Decision-Making Authority:** This position is expected to be self-directed in responding to and providing coordination around legal requests received by LIS.
- **Physical and Sensory Demands:** Minimal demands typical of a position operating within an office environment. The incumbent must be able to manage concurrent assignments and prioritize workload in order to meet deadlines.
- **Working Environment:** Office based.