**ABOUT**

**THE EMPLOYER**

**Legal Aid Ontario (LAO) provides legal help in English and French for financially eligible low‑income Ontarians. Since forming under the Legal Aid Services Act of 1998 (LASA, 1998), LAO has become a vital part of a strong justice system, providing high-quality legal services in:**

* **family law**
* **refugee and immigration law**
* **criminal law**
* **mental health law**

**LAO also provides funding to 72 independent legal clinics and seven student legal services organizations throughout the province who specialize in clinic law.**

**Our services include:**

**A toll-free telephone line that offers 20 minutes of free legal advice for family law matters,**

**Same‑day courthouse services including duty counsel (lawyers), paralegals, and court workers,**

**Staff lawyers who represent clients**

**representation by a private lawyer through our certificate program**

**web-based information and referrals.**

Please apply as directed by the employer. Failure to do so may result in your application not being considered. This job posting was provided to us by an external employer. We are not responsible for the accuracy, authenticity or reliability of the content.

Veuillez postulez selon la façon indiquée par l’employeur. Le non-respect de la façon indiquée pourrait résulter à la non-considération de votre candidature. Cette offre d’emploi nous a été fournie par un employeur externe. Nous ne sommes pas responsables de l’exactitude, l’authenticité ou la fiabilité du contenu.

**Bilingual Client Service Representative  
  
Date Posted /** *date d’affichage* **: July, 15th 2022**

**Job Type /** *type de poste* **: Contract**

**Deadline /** *date limite* **: July 24, 2022**

**Salary /** *salaire* **: $48,465.90 - $56,307.68/Year**

**Workplace /** *lieu de travail* **: Remote, Ontario, Canada**

**Contact Name /** *personne contacte* **: Maxime Corvec**

**Employer Email /** *courriel* **: prospection@lacle.ca Or candidate.njoynhelp@cgi.com**

**Job Description /** *description des tâches* **:**

• Assisting callers in a contact centre environment and providing information in priority sequence,

• Accessing client information through the use of PeopleSoft and other computer systems,

• Providing Public Legal Information and where appropriate and moving the caller through LAO’s continuum of services,

• Clarifying status of specific legal aid applications, in response to telephone inquiries from clients and lawyers,

• Entering and maintaining case details in PeopleSoft, Excel Databases, or other software for future reference by other LAO staff,

• Communicating eligibility for Legal Aid services based on completion of a legal and financial assessment,

• Documenting client issues and escalating to other LAO departments or District Offices,

• Referring applicants that have been refused or that don’t meet established assistance guidelines to seek other legal and/or government services, including the lawyer referral service, legal clinics, and duty counsel, where appropriate,

• Identifying areas of improvement and voicing ideas to help build a strong foundation for a client service delivery structure grounded in best practices,

• Working with exposure to emotionally charged situations, e.g., providing information to upset or agitated clients or employees,

**Additional Skills and/or Certification Required /** *compétences supplémentaires et/ou certification exigées* **:**

• Excellent verbal and written communication skills and sound judgement for supporting clients,

• Excellent customer service skills with the proven ability to empathetically manage difficult client relationships while effectively resolving outstanding issues or problems.

• Knowledge of LAO and its operations (as they relate to family, criminal and immigration law, and duty counsel processes) to directly provide outstanding service to our diverse client base,

• Knowledge of the larger social justice network in which LAO operates and provides client service,

• An understanding of LAO's policies, procedures, financial and legal eligibility criteria,

• Knowledge of and experience with Aboriginal Peoples culture is considered an asset,

• Demonstrated competency with PeopleSoft software will be considered an asset,

• Demonstrated competency with Microsoft Office software,

• Demonstrated Proficiency in oral and written French (as well as English), selected candidates will be tested).

**HOW TO APPLY / *POUR POSTULER* :**

**Please bring or mail resumé to /** *déposez ou envoyez votre candidature* **:**

**Email /** *courriel***:** [**prospection@lacle.ca**](mailto:prospection@lacle.ca) **or** [**candidate.njoynhelp@cgi.com**](mailto:candidate.njoynhelp@cgi.com)