

Practice Assistant, Insurance and Tort Liability (Disputes) (One Year Contract)

October 28, 2022

The **Calgary** office of Borden Ladner Gervais LLP (BLG), a leading, innovative and client-focused law firm in Canada, is seeking a **Practice Assistant, Insurance and Tort Liability** (Disputes) (One Year Contract).

Purpose of the Role

We are looking for an experienced Practice Assistant for our Insurance and Tort Liability (Disputes) Group for a one year contract. As a Practice Assistant, you will take an active interest in, and obtain a thorough understanding of, all aspects of client requirements to provide exceptional service levels to the lawyers and our clients. In this role, you will be expected to act as workflow coordinator for other support services including delegating and reviewing the completion of document production, file management, copying/scanning work and other administrative work.

Key Responsibilities

The key responsibilities of this role are:

Administrative

- Manage calendars, ensuring they are up to date and reminding lawyers of meetings etc. on a daily basis
- Arrange meetings, book conference rooms, refreshments, check rooms prior to meetings etc. and liaise with other attendees, both internal and external
- Arrange for travel bookings and related details to be made through the support teams
- Arrange photocopying, printing, organizing couriers, sending out of letters, faxes etc.
- Arrange for files to be opened and closed, supervise general filing requirements and record keeping
- Use effective systems to ensure that both short and long term tasks are completed within required timescales

- Support lawyers in marketing activities including involvement in preparation of pitches and presentations

Communication

- Take internal and external telephone queries, responding as appropriate and/or ensuring that all messages are passed on in a timely manner
- Monitor post and/or e-mails and dealing with as appropriate and ensure that all client related correspondence is passed on to an appropriate lawyer if the relevant person is out of the office
- Liaise with administrative support departments on behalf of lawyers as required
- **Liaise with the department's Team Leader over any planned absences, arranging cover as necessary and communicating this to the relevant lawyers**

Client relationship management

- Become an active part in the care of clients and be wholly familiar with contacts/clients
- **Enter, maintain and update client details and relevant information on the firm's contacts system**
- Deal with basic client queries and general administration
- Arrange client meetings

Document production

- Check correspondence, attachments, documents, reports, presentations, faxes etc. produced by the Document Production team before they are passed to the relevant lawyer and undertake basic/minor amendments where appropriate
- Type urgent/short/confidential correspondence and emails
- Produce and maintain Excel spreadsheets as required

Financial - Billing

- Assist lawyers in ensuring their time is recorded properly and entered onto the system on a daily basis
- Assist lawyers in the billing and credit control process by liaising with the lawyer and accounts and to produce standard prebill financial/time reports through the system
- Request cheques, bank transfers and paying in money received, as appropriate

Other duties and responsibilities

- In addition to providing support to the lawyer(s) to whom they report, a Practice Assistant will also provide assistance to their immediate colleagues in the department and, where practical, other departments.
- Team duties will therefore include:
 - Assisting other members of the firm, both proactively and at the request of the Team Leader
 - Any other duties as requested by the Lawyers or Team Leader

Key Competencies

- Legal Assistant Diploma required
- Minimum 5-10 years experience in Financial Services/Banking/Commercial Real Estate legal practice support required
- Experience conducting and reviewing due diligence searches and attending to PPR/LTO/Bank Act registrations strongly preferred
- Accurate typing speed of approximately 60 words per minute
- Excellent attention to detail
- **Exceptional time management skills; must be able to manage assigned lawyers' commitments in addition to own time and workload**
- Advanced knowledge of Microsoft Word, Outlook, Excel, PowerPoint, research tools and other systems implemented by the firm
- Excellent telephone manner and competent knowledge of telephone system
- Excellent communication, organizational and team skills
- Ability to think ahead and use initiative
- Flexible and dependable, able to take the initiative
- Able to remain calm under pressure and work to tight deadlines
- Conscientious, approachable and enthusiastic
- Able to quickly build confidence, respect and trust with others
- Have a positive approach to daily tasks and have a solutions focused working method

How to Apply

We thank all applicants for their interest in this position, however, only applicants selected for an interview will be contacted.

Effective June 27, 2022, BLG has suspended its current vaccine policy mandate. As the pandemic is not over, the safety of Firm members and the BLG community remains our top priority. Given the ever-evolving nature of the situation, we will continue to closely monitor health conditions and, if necessary, implement new measures to protect Firm members. While it is not a condition of employment, we would appreciate reviewing your most recent proof of vaccine if available.

Everyone at BLG is required to carry out the duties of their role while upholding the important principles of our respectful workplace policies, and treating everyone with respect, regardless of position. At BLG, valuing diversity and inclusion is key to a respectful workplace.

BLG is committed to fostering a diverse and inclusive workplace. We welcome and encourage applications from diverse candidates, including people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

*Please note that relatives of current BLG employees and partners are not eligible for consideration.

BLG | Canada's Law Firm

As the largest, truly full-service Canadian law firm, Borden Ladner Gervais LLP (BLG) delivers practical legal advice for domestic and international clients across more practices and industries than any Canadian firm. With over 725 lawyers, intellectual property agents and other professionals, BLG serves the legal needs of businesses and institutions across Canada and beyond – from M&A and capital markets, to disputes, financing, and trademark & patent registration.

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