

Position Description



Position: Administrative Officer/Receptionist - Mount Gambier
Classification Code: ASO2
Division: Strategy and Partnerships

POSITION DESCRIPTION

Summary of Role:

The Administrative Officer/Receptionist will act as the initial point of contact for managing the client intake for legal advice appointments and provides confidential administrative and secretarial support to lawyers within the Mount Gambier Office. The role is responsible for coordinating reception services, responding to walk in, telephone and email enquiries, providing legal information and referrals, scheduling appointments, and ensuring clients are directed to the appropriate service or staff member.

This role is responsible for ensuring that all individuals who contact or attend the Mount Gambier Office receive a professional, respectful, and customer focused service. This includes welcoming visitors, managing reception and waiting areas, responding to enquiries, and maintaining effective communication with clients and stakeholders both in person and over the telephone.

Reports to: Office Manager – Mount Gambier

Special Conditions:

The employee:

- may be required to undertake some out of hours work.
- may be required to undertake some intra/interstate travel.
- may be required to work at any Legal Services office as required.
- will undergo periodic National Police Clearances and DHS Working with Children Checks.
- is required to comply with the standards outlined in the Code of Ethics for the South Australian Public Sector, relevant legislation, and Legal Services policies and procedures.
- is required to maintain strict confidentiality in accordance with Section 31A of the *Legal Services Commission Act 1977*.
- is required to participate in performance reviews and development programs.
- is required to attend mandatory in-house training.

Key Responsibilities and Duties:

- Provide a professional and timely reception service to clients and professionals attending Legal Services' office.
- Engage confidently and professionally with clients presenting a range of needs and circumstances, maintaining a calm, respectful, and solution focused approach.

- Respond to walk in, telephone and email enquiries in a courteous and professional manner, providing legal information, referrals, and appointment bookings as appropriate, and taking action in accordance with Legal Services' policies and procedures.
- Provide timely and professional secretarial and administrative support to lawyers on a day-to-day basis which may include the generation and/or formatting of emails, letters, minutes, legal and Court documents, maintaining and arranging appointments, Court hearings and settlement times, sending, receiving and distributing mail, and entering and maintaining statistical data.
- Effectively maintain and manage the appointment diaries and associated processes for lawyers working across various practice areas.
- Assist clients to complete documentation including applications for Legal Aid.
- Ensure conflict checks are completed in a timely manner.
- Maintain strict confidentiality in respect to all Legal Services' matters.
- Undertake tasks in relation to the opening and closing of files to ensure paperwork is completed and entered into the system in a timely and accurate manner.
- Undertake stock control and regular audits for office supplies, brochures, forms or other materials for the reception area.
- Maintain the Reception area and meeting rooms and attend to cleaning, hygiene and tidying protocols.
- Ensure all statistical data is updated regularly and accurately maintained.
- Undertake the role of booking interpreters for advice interviews.
- Receipt and bank any incoming monies within a timely manner, and in line with applicable policies.
- Collate documents and prepare briefs for in-house lawyers as required.
- Communicate effectively with persons from a wide range of backgrounds including differing socio-economic and cultural backgrounds.
- Comply with Legal Services' requirements for the recording of client information, statistical data and other reporting and evaluation procedures, and maintain good file management and comply with professional ethics and standards.
- Actively participate and contribute to responsible and safe work practices by complying with WHS legislation, policies and procedures.
- Embrace diversity and cultural differences in the workplace by displaying respectful behaviour in the workplace.

PERSON SPECIFICATION

ESSENTIAL REQUIREMENTS

Educational/Vocational Qualifications:

- Not applicable

Personal Abilities/Aptitudes/Skills:

- Demonstrated motivation and initiative to operate with some autonomy in providing administrative support to lawyers and administrative staff.

- Well-developed communication and interpersonal skills, including demonstrated ability to work effectively in a team environment, foster sound working relationships with a range of staff and stakeholders and prepare clear and succinct correspondence.
- Demonstrate effective communication and interpersonal skills when working with clients experiencing complex or sensitive circumstances, ensuring interactions remain professional, respectful, and client focused.
- Demonstrated touch-typing proficiency, with the ability to accurately and efficiently prepare legal and administrative documents, correspondence, and client records while maintaining a high level of attention to detail and confidentiality

Experience:

- Experience in providing professional and timely administrative support services in a demanding environment, including the ability to manage sensitive, complex, or challenging client interactions in a calm and professional manner.
- Demonstrated ability to communicate effectively and respectfully with people from diverse backgrounds and lived experiences, providing inclusive and culturally responsive service.
- Experience in the performance of a clerical or secretarial support service in a legal setting.
- Experience in providing a range of administrative support services including preparing correspondence, coordinating and maintaining appointment diaries.
- Strong digital skills and competency in the use of Microsoft Office suite of products, the internet, email correspondence and electronic records management systems.

Knowledge:

- General knowledge of the legal system and legal processes in South Australia.
- An understanding of Workplace Health and Safety and Equal Opportunity principles.

DESIRABLE REQUIREMENTS

- Experience working within a legal environment, welfare agency or government department.

Position Description Approval

Approved by:

Signed by:

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Delegate

12 August 2026

Date