

Position Description



Position: Receptionist / Administrative Assistant
Classification Code: ASO2
Division: Legal Information and Advice Division

POSITION DESCRIPTION

Summary of Role:

The role is responsible for ensuring all individuals telephoning or attending Legal Services are greeted and provided with a service that is centred on the customer (our clients). Such interactions occur in person as well as over the telephone and all communications are to be professional and respectful at all times.

The efficient running of the reception area requires the timely completion of all associated administrative tasks which support client service programs.

Reports to: Team Leader Administration, Legal Information and Advice Division

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 comply with requirements of Legal Services in house costing of case and non-case related work and any other costing systems.
- is required to participate in performance reviews and development programs.
- is required to attend mandatory in-house training and Mandatory Continuing Professional Development.

Key Responsibilities and Duties:

- Provide a professional and timely reception service to clients and professionals attending Legal Services' office.
- Provide administrative assistance to the Team Leader, Administration to ensure professional and timely service to clients and professionals engaging with Legal Services.
- Handle telephone and email enquiries in a courteous and effective manner and take the necessary action according to Legal Services' procedures.
- Effectively maintain and manage the appointment diaries and associated processes.
- Ensure client conflict checks are undertaken in a timely manner.
- Determine the reason for a person's attendance at Legal Services' and direct the person to the appropriate staff member or refer him/her to a more appropriate agency.
- Assist clients to complete documentation including applications for Legal Aid.
- Undertake stock control for office supplies, brochures, forms or other materials for the reception.
- Maintain the Reception area and meeting rooms and attend to cleaning, hygiene and tidying protocols.
- Undertake regular audits of stationery and pamphlet supplies and order additional resources as needed.
- Ensure all statistical data is updated regularly and accurately maintained.
- Undertake the role of booking interpreters for advice interviews.
- Comply with all Legal Services policies and procedures to ensure professional standards of conduct are maintained.
- Communicate effectively with persons from a wide range of backgrounds including differing socio-economic and cultural backgrounds.
- Actively participate and contribute to responsible and safe work practices by ensuring all WHS legislation, policies and procedures are adhered to within the workplace.
- Embrace diversity and cultural differences in the workplace by modelling respectful behaviour in the workplace.
- 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.

PERSON SPECIFICATION

ESSENTIAL REQUIREMENTS

Educational/Vocational Qualifications:

- Not applicable

Personal Abilities/Aptitudes/Skills:

- 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.
- Demonstrated ability to be self-motivated, flexible, conscientious, reliable and enthusiastic and exercise confidence, sensitivity and discretion in handling confidential matters and difficult clients.
- Demonstrated motivation and initiative to operate with a degree of autonomy in providing secretarial and administrative support to legal officers.
- Demonstrated keyboard and computing proficiency including the ability to prepare timely and accurate documents

Experience:

- Experience in providing professional and timely reception and administrative support services in a demanding environment including dealing with challenging clients in a culturally appropriate manner.
- 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, legal processes and welfare agencies in South Australia.
- An understanding of Workplace Health and Safety and Equal Opportunity principles

DESIRABLE REQUIREMENTS

- Experience as a Receptionist in a welfare agency, a Government agency or in a law firm
- Knowledge of the organisation, procedures and operations of the Legal Services.

Position Description Approval

Approved by:

Delegate  Signed by:
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Date 29 May 2026