



**LEGAL AID COMMISSION**  
*"An Equal Opportunity Employer"*

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## **VACANCIES**

The Fiji Legal Aid Commission is a statutory body established by the Legal Aid Act of 1996 to provide assistance to impoverished persons. In pursuit of *"providing greater access to justice for all Fijians"* and to further strengthen its Corporate Services Unit, the Legal Aid Commission now invites applications from suitably qualified candidates for the vacancies referred to below.

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**V/No: CIO 01/2022    CLIENT INFORMATION OFFICER**

### **POSITION PURPOSE**

The primary purpose of this position is to provide customer services including case and client management.

### **KEY RESPONSIBILITIES**

The appointee shall be responsible for:

- providing frontline customer services to members of the public
- process and assess applications
- draft legal documents
- maintain and update case and client management systems
- assist with First Hour Procedure
- registry work and data entry
- carry out regular case file audits
- prepare and submit monthly reports and case statistics
- making prison visits and taking instructions from clients
- facilitate interpretation and assist lawyers
- carry out research work for lawyers
- maintain & file important case authorities/judgments
- assist in community education awareness programs

### **PERSON SPECIFICATION**

A person who possesses excellent customer services experience with some paralegal background work.

## **KNOWLEDGE, EXPERIENCE, SKILLS & ABILITIES**

The applicant should possess:

- at least 3 years of customer services work experience
- some experience in paralegal work;
- basic knowledge of the law and knowledge of legal documents and forms;
- customer service and legal clerical work experience;
- able to perform duties independently using sound judgment;
- ability to follow instructions, meet deadlines, and maintain confidentiality at all times
- possesses cultural awareness and sensitivity and is able to work with employees and clients from diverse backgrounds;
- is flexible yet demonstrates good work ethics without compromising the position and that of the organization
- demonstrated advanced computer skills
- ability to work for and serve people of diverse backgrounds;

## **Salary**

- **In making the Legal Aid Commission an “employer of choice”, a lucrative salary package would be offered.**

## **Application Process**

To apply and be eligible for consideration applicants must submit the following documents:

1. A cover letter addressing the knowledge, skills, experience and abilities required for the position; no more than four (4) pages.
2. A current CV/Resume with referee contact details.
3. Copies of academic transcripts.

The Legal Aid Commission has competitive open-merit based recruitment & selection process.

## **Submission**

Applications must be submitted by 12.00pm on Monday 3<sup>rd</sup> October; late applications will not be accepted.

Applicants are encouraged to submit their application by email to [vacancies@legalaid.org.fj](mailto:vacancies@legalaid.org.fj)

OR

(Vacancy Title & Reference Number)

Director

Legal Aid Commission

41 Loftus Street

Private Mail Bag

Government Buildings

Suva.