



LEGAL AID COMMISSION

"An Equal Opportunity Employer"

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.

V/No: CIO 02/2023 CLIENT INFORMATION OFFICER- SAVUSAVU

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 4.00pm on Friday 2nd June, 2023; **late applications will not be accepted.**

Applicants are must apply online using **APPLY NOW** button. If you have difficulties submitting the applications you may visit any nearest Legal Aid Commission office for further assistance.

For any queries you may contact the HR Department by email to vacancies@legalaid.org.fj

OR

(Vacancy Title & Reference Number)
The Acting Director
Legal Aid Commission
41 Loftus Street
Private Mail Bag
Government Buildings
Suva