



LEGAL AID COMMISSION
"An Equal Opportunity Employer"

POSITION DESCRIPTION

Employee:		Employee ID:	
Salary Scale:	[\$21,929.35 - 29,982.00]	Position:	Client Information Officer
Level:	CIO 01	Duty Station:	Nasinu
Reports to:	Officer in Charge	Report:	N/A

Position Purpose

The Client Information Officer ensures the effective administrative assistance to clients and members of the public through case and client management, information services and significantly enhancing the accessibility and quality of information provided by the Legal Aid Commission.

Key Responsibilities

- Provide and maintain high standards of frontline customer services to clients and members of the public
- Utilize and maintain comprehensive client information systems and ensure accurate and up-to-date records
- Process and assess applications
- Draft legal documents
- Maintain and update case and client management systems
- Assist with First Hour Procedure
- Carry out registry work, data entry and regular case file audits
- Prepare and submit monthly reports and case statistics
- Facilitate interpretation and assist lawyers
- Carry out research work for lawyers
- Maintain & file important case authorities/judgments
- Continuous improvement to client service process, reflecting a commitment to excellence and innovation
- Cooperate within the team and greater function / department and work collaboratively to achieve set targets and goals
- Demonstrate and Promote the Legal Aid Commission's image and value standards

Person Specification

Must have a Certificate qualification level from a recognized tertiary institution. A Diploma in Management Studies/ Front Line would be an added advantage.

Knowledge, Experience, Skills and Abilities

- At least 3 years of continuous paralegal experience and customer service experience.
- Basic knowledge of the law and knowledge of legal documents and forms;
- Possesses cultural awareness and sensitivity and is able to work with employees and clients from diverse backgrounds;
- Flexible yet demonstrates good work ethics without compromising the position and that of the organization
- Maintain files and exhibits for multiple cases at the same time
- Understanding of legal language and processes
- Strong communications
- Excellent interpersonal and customer service skills
- Excellent organizational skills and strong attention to details
- Ability to meet tight deadlines
- Ability to maintain confidentiality and exercise good judgement
- Proficient with Microsoft Office Suite
- Possesses cultural awareness and sensitivity and is able to work with employees and clients from diverse backgrounds
- Maintain confidentiality with respect to client and Commission's information

Eligibility

All applicants for employment in the Legal Aid Commission will be required to provide a medical and police clearance as a pre-requisite condition for employment.

Change to Job Description

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment hence this job description may be reviewed to accommodate the change.

Client Information Officer

Date

Officer in Charge

Date