

<b>Job Title:</b>	OPERATIONS ASSISTANT TRAINEE	<b>Travel Required:</b>	No
<b>Location:</b>	Toronto Head Office	<b>Position Type:</b>	Full Time- Contract
<b>Reports to:</b>	Manager, People Operations	<b>Posting Expires:</b>	March 12th, 2021

**Organizational Overview:**

Aboriginal Legal Services was established February 21, 1990. ALS was formed following a needs assessment by the Native Canadian Centre of Toronto. With approximately 75 dedicated employees, Aboriginal Legal Services is headquartered in Toronto and operates nearly a dozen satellite offices across Ontario. Over the years ALS has become a nationally recognized leader in the development of Indigenous-led justice programming and in test-case litigation. Indigenous People require equitable treatment in the justice system, access to the legal and related resources within the justice system, as well as understanding of the system and their options. The support required includes advocacy in all areas of the law as well as alternatives which can break the cycles of recidivism and dependency which is all too prevalent. These alternatives are more effective when they are community controlled and are based on the traditional cultural norms and values of the Indigenous community.

**Position Summary:**

Operations Assistant Trainee supports the Manager, People Operations in managing and resolving internal operational issues. This position collaborates with third party providers and provides support to the organization's technology environment by following up on operational issues and needs. The ideal candidate has a wide range of applicable skills, from strong computer proficiency with office productivity suites to attention to detail with data entry tasks. This position is unionized.

**Duties and responsibilities**

- Coordinate equipment needs like cell phones, phone numbers, desk phones and laptops, when applicable;
- Work with representatives from various Information Technology companies and arrange repair and maintenance of the organization's functionality (phone lines, internet lines, computer systems, etc.);
- Order Court IDs and business cards, when applicable;
- Coordinate the delivery of work materials to remote staff;
- Order cards or promotional materials;
- Create emails for new employees, and then adding that email to the address books;
- Maintain various data listings, including but not limited to (cell phone passwords, inventory management, etc.);
- Communicate professionally with third parties such as landlords, security guards, service providers and technicians;
- Obtaining quotations for various products and services;
- Responsible for coordinating all IT set up and support needs including but not limited to computers, phones, internet, video-conferencing technology, printers and copiers, all hardware and software;
- Assist with resolving issues with the physical office space at 211 Yonge St. and all other satellite offices in maintenance requests, property management notices, issues with neighbours etc;
- Assist in Maintaining office efficiency by planning and implementing office systems and equipment maintenance and procurement;

- Update internal operation procedures documents as needed;
- Receiving and distributing incoming mail, couriers, and bulk deliveries;
- Supporting and completing other duties as directed by Manager, People Operations or in collaboration with management within the organization;
- Helping with ALS correspondences such as faxes, scanning and emailing materials and assisting with bulk correspondence compiling material, organizing, and preparing envelopes;
- Act as a back-up receptionist when required (Please refer to receptionist profile to see full responsibilities);
- Other duties as assigned;

### **Qualifications**

- Must be registered with Miziwe Biik and working with an Employment Counsellor;
- Must reside within the GTA;
- Knowledge of Aboriginal community and issues;
- Superior organizational skills and attention to detail;
- Able to manage multiple tasks and projects effectively;
- Excellent interpersonal skills with ability to interact and communicate with diverse community members and employees;
- Experience using MS Office (Excel, Word, Email);
- Tech-savvy - comfortable learning, navigating, and troubleshooting new technology;
- Excellent communication, collaboration and problem-solving skills;

### **To apply:**

To apply to this job posting please submit your cover letter and resume with “Operations Assistant Trainee” in the subject line to [hrgeneral@aboriginallegal.ca](mailto:hrgeneral@aboriginallegal.ca) or fax it to (416)408-1568 by no later than **5 pm on Friday March 12<sup>th</sup>, 2021**.

Aboriginal Legal Services is an equal opportunity organization committed to diversity and inclusion. Our goal is to attract, develop and retain highly talented employees from diverse backgrounds, allowing us to benefit from a wide variety of experiences and perspectives. We welcome and encourage applications from all qualified applicants. Accommodations for persons with disabilities required during the recruitment process are available upon request. To request accommodation, please email [Nazaninn@aboriginallegal.ca](mailto:Nazaninn@aboriginallegal.ca). We would like to thank all applicants for their interest but only those selected for an interview will be contacted.