

Working Title Receptionist-Disclosure Admin Clerk	Name
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Position Number	Reports to Position No., Class & Level	Division, Branch/Unit Alberta Crown Prosecution Services Appeals & Special Prosecutions Office, Edmonton	Ministry Justice and Solicitor General
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Present Classification Administrative Support 3	Requested Classification
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Dept ID	Program Code	Project Code (if applicable)
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**PURPOSE:** Give a brief summary of the job, covering the main responsibilities; the framework within which the job has to operate and the main contribution to the organization (see [Section 2.3](#)).

To personally and by support to legal staff, assist in the administration of criminal justice in the Judicial District of Edmonton. This position works within the guidelines established by the Branch and Division to provide a range of central services support to Crown prosecutors and staff. This support includes answering telephones; processing mail; photocopying and scanning documents; maintaining office equipment and office supplies; preparing files for court; printing and burning disclosure packages; maintaining the electronic disclosure workspace and performing other services that are required to ensure that Branch goals are met.

The position reports to the Assistant Office Manager and is responsible for providing comprehensive reception and administrative duties for a staff of 60-65 employees.

**RESPONSIBILITIES AND ACTIVITIES:** The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described (see [Sections 2.1](#) and [2.2](#)).

- Provides reception duties for the Branch.**
- Activities:**
- Operates a meridian, multi-line switchboard
  - Screens all calls and emails, responds to routine legal and procedural questions and forwards all other calls to the appropriate staff members/units.
  - Disseminates/shares information to ensure that knowledge management principles are implemented.
  - Assists with all front counter inquiries
  - Receives and processes all mail, including courier, fax and court run deliveries. Ensures timely delivery and response.
  - Picks up, drops off and distributes incoming mail and faxes to legal assistants in a timely fashion
  - Orders and unpacks office supplies, ensures the office supply room is neat and tidy
  - Updates Branch phone lists to ensure they are accurate and contain current information
  - Maintains all office equipment to ensure printers, copiers and fax machines are fully operational
- Provides administrative and disclosure support for Prosecutors, Legal Assistants and Paralegals.**
- Activities:**
- Utilizes PRISM and the Justice Online Information Network (JOIN) to verify court dates, assigned prosecutors and to track any other pertinent information on the file
  - Books the boardroom for prosecutors to meet with police officers, defence counsel, victims or witnesses
  - Prepares files for first appearance date by organizing documents, preparing file labels and noting the appearance

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date, time and courtroom on file jacket

- Closes files and updates the main Index to reflect status of the file
- Helps legal assistants and paralegals with photocopying disclosure packages for the defence counsel
- Helps legal assistants and paralegals prepare exhibit books for Crown files
- Scans files, disclosure requests and additional disclosure.
- Vets requested files and supplemental disclosure using Adobe Acrobat Pro according to Crown guidelines.
- Seeks Crown guidance regarding sensitive material.
- Creates new disclosure forms on software programs, as requested.
- Prints and burns disclosure packages for self represented accused.
- Liaises with law enforcement agencies to obtain additional video/audio/cd's for disclosure purposes.
- Other related duties.

**Problem solves and researches information when required.**

**Activities:**

- Searches and obtains missing disclosure packages.
- Searches electronically for missing files, additional material, disclosure requests and to determine disclosure status.
- Utilizes JOIN, PRISM and e-File to investigate file status, court date, assigned Crown and disclosure status.
- Contacts courthouse regarding status of sealed documents
- Follows up with the Crowns on disclosure concerns
- Assesses if information can be disclosed without breaching confidentiality or affecting sensitive issues.

**SCOPE:** List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job (see [Section 2.4](#)).

Must be knowledgeable of office procedures and specialized units to ensure callers are properly directed and time sensitive documents are forwarded to appropriate staff in a timely fashion. Reception and disclosure are integral components of the operation of the Edmonton Appeals & Special Prosecutions office and its function can impact the litigation process (i.e. misdirected Charter Notice). Reception is the first line of contact in the Edmonton Appeals & Special Prosecutions office and the incumbent must exercise discretion and good judgment when dealing with the public as the safety and security of all employees depends on reception.

Administrative and legal services provided by the incumbent ensure prosecutors go to court prepared. This is achieved by providing the best possible service to the Crown Prosecutors, Court Services staff at Provincial Court Criminal, stakeholders and the general public.

**KNOWLEDGE, SKILLS & ABILITIES:** Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.

Graduation from a legal secretarial program and related experience or equivalencies  
Legal Assistant Diploma or Certificate considered an asset  
Knowledge of Criminal Justice system  
General computer skills and knowledge of Word, Excel, PRISM, JOIN, and Adobe  
Oral and written communication skills  
Strong organizational ability and attention to detail  
Good interpersonal skills  
Professional telephone manner

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**CONTACTS:** The main contacts of this position and the purpose of those contacts.

Position is the first line of contact with accused, police agencies, defence counsel, court personnel, witnesses, victims and the general public who are involved in the criminal justice process. The primary purpose is to answer general inquiries relating to the court process; screen and direct calls, and review and forward legal documents to the appropriate person or Unit and to providing the best possible service to the Crown Prosecutors, Court Services staff at Provincial Court Criminal, stakeholders and the general public.

**SUPERVISION EXERCISED:** List position numbers, class titles, and working titles of positions directly supervised.

The position has no supervisory responsibilities.

**CHANGES SINCE LAST CLASSIFICATION REVIEW:** This section is not required to be completed if the job description is being written for the conversion to PREP. It should be completed for any subsequent classification requests under PREP.

**ORGANIZATION CHART:** An organization chart that includes supervisor, peers and staff **MUST** be attached.