



Legal Education  
Society of Alberta

## Education Assistant Edmonton, Alberta

The Legal Education Society of Alberta (LESA) was founded in 1975 to serve the Alberta legal community. As the primary provider of continuing legal education in the province, we serve the spectrum of educational and professional development needs by delivering high-quality educational programs and resources. We strive to lead the way in corporate culture by valuing our greatest asset—our employees. We are happy to have been named as one of Alberta's Top 70 Employers for the past three consecutive years (2018, 2017, 2016).

We are seeking to fill the role of Education Assistant, based in Edmonton. This position reports to the Director of Education and provides general administrative support to the Education Team. This is a full-time position.

### THE ROLE

Education Assistants are expected to:

- Provide general administrative support for the Education Team;
- Organize, compile, and distribute materials for instruction and evaluation;
- Fulfill customer service duties, including participating in a phone rotation;
- Enter data into, and retrieve data from, a customer relationship management system;
- Prepare and send correspondence (to/from internal and external stakeholders);
- Handle incoming and outgoing mail, faxes, record-keeping, and filing;
- Prepare and administer surveys, and collate data;
- Administer online registrations and subscriptions and fill publication orders;
- Format materials for publication;
- Convert content to various formats (e.g. docx, pdf, xlsx, epub, html, mp3, mp4);
- Upload content to online platforms (e.g. LMS, wiki, ftp, website, video sharing platform, etc.);
- Deal with technical login or access issues from customers;
- Support other Education Assistants, Integration Assistants, and Legal Assistants; and
- Perform other administrative activities, as required.

Education Assistants must perform their duties in a manner consistent with (a) LESA's mission, vision, and values, (b) the organizational goals set by LESA, (c) the goals set by the Education Team, and (d) the regular direction provided by their immediate supervisor. They are expected to bring to the attention of their supervisor or the Executive Director any issue that could pose a risk to the organization (including financial, reputational, political, or legal). When exercising decision-making authority, they are expected to use a knowledge-based approach. Education Assistants should have, or be prepared to develop, the competencies listed in LESA's HR Guide to Organizational Design: Appendix I.

## QUALIFICATIONS

### Experience

- Minimum of 1 year experience in an administrative position
- Experience working in a legal or educational setting is an asset

### Education

- High school or equivalent
- Post-secondary education in office administration (or a related program) is an asset

### Characteristics

- Strong proficiency in Microsoft Office Suite (Word, Excel, PowerPoint), Adobe Acrobat Pro, and internal systems and software — experience with HTML coding is an asset
- Excellent interpersonal and communication skills
- Team-oriented and self-motivated
- High level of integrity and accountability
- Ability to prioritize competing tasks and timelines; well-organized
- Attention to detail and accuracy
- Commitment to lifelong learning, development, and self-improvement; willingness to develop functional and technical knowledge and skills
- Exceptional customer service skills

## HOW TO APPLY

Please email your cover letter and resume to [careers@lesa.org](mailto:careers@lesa.org) with “Education Assistant” in the subject line.

## CLOSING DATE

This posting closes at 4:00 pm on June 14, 2018.

## SUMMARY OF COMPETENCIES LISTED IN LESA'S HR GUIDE TO ORGANIZATIONAL DESIGN: APPENDIX I

All employees, regardless of position or seniority should possess the following general competencies:

- Integrity and trust
- Attention to detail
- Interpersonal savvy
- Functional/technical learning
- Personal learning and development
- Stakeholder focus
- Ethics and professionalism

Education Assistants should also possess, or be prepared to develop, the following competencies:

- Communication
  - Knowledge of English usage
  - Knowledge of effective communications
  - Skill in communicating effectively in writing
  - Skill in communicating effectively orally
  - Skill in recognizing audience needs and interests
  - Ability to demonstrate appropriate tone
  - Ability to assist and support without compromising organizational standards
  - Ability to elicit feedback
- Editing and publishing
  - Knowledge of established reference manuals and guidelines
  - Knowledge of editing
  - Knowledge of basic copyright law
  - Skill in applying rules of English usage to correct grammatical and writing errors
  - Skill in organizing material, including use of appropriate navigational aids
  - Ability to ensure consistency of style and information within a document
- Technology
  - Knowledge of basic technology concepts and operations
  - Skill in using word processing, PDF, spreadsheet, and presentation software
  - Skill in using databases and client relationship management software