
Office Manager

Widely recognized as Canada's leading litigation practice, we have successfully represented clients' interests in some of the most complex, high-profile cases in Canadian legal history. Focusing exclusively on litigation and advocacy, we practice across dozens of legal areas and industries and represent our clients where it counts – on our feet in all levels of the courts and before every kind of tribunal. Our subject-matter expertise and extensive courtroom experience is consistently recognized by clients, peers, and senior members of the legal profession in leading legal publications, including Chambers Canada and Lexpert. We offer the opportunity to work alongside and learn from some of Canada's most highly regarded litigators. Our partners are ranked among the best of their peers nationally and lead a mentoring and development program that attracts gifted lawyers who are committed to upholding the highest professional standards.

We are currently seeking an **Office Manager** to join the team.

ROLE DESCRIPTION

Reporting to the Chief Operating Officer, the Officer Manager will have the primary responsibility of managing the Office Services Team and day-to-day functions of the office. The Office Manager oversees and is responsible for the following teams: Reception, Facilities, Records Management, Print Services, Mailroom and Health and Safety.

To thrive and be successful in this role, you must be driven, solutions-focused, energetic, and hardworking. You must demonstrate an ability to manage multi-faceted tasks and responsibilities. You have experience in handling a wide range of administrative duties while working independently with little supervision. You are well organized, flexible and enjoy the challenges of supporting an office of diverse people. You enjoy leading others, coaching, and mentoring the team to provide best in class service.

This role is required to be in our downtown office 5 days a week.

RESPONSIBILITIES

Managing People and Processes

- Supervise the Office Services team to provide best in class service to our firm members and clients in the office
- Maintain, design, implement and oversee office procedures and operations
- Maintain a safe and secure working environment, overseeing office health and safety and the Joint Health & Safety Committee
- Facilitate office maintenance and repairs when it comes to building management, mailroom, print services, records management, hospitality, and reception functions
- Lead, coach and motivate the Office Services Team
- Participate in annual strategic planning for Office Services
- Contribute to Return to Office and pandemic response planning, responsible for implementing and maintaining all COVID-19 related protocols and procedures related to office safety
- Partner with Chief Operating Officer and Finance department to manage relationships, contracts and price negotiations with office vendors and service providers
- Ensure office services processes and procedures are up to date to reflect the professional image of the firm

- Responsible for the firm's "Hoteling" program by ensuring the program is running smoothly and recommending changes as required
- Monitor and maintain office supplies inventory; review and approve office ordering of supplies, food and beverage
- Participate in any office renovations and remodeling
- Own and update all floor plans and respective Office Services Intranet page
- Establish policies for the office by outlining procedures for protection, retention, record disposal and retrieval

Reporting and Analysis

- Own the Office Service budget preparing quarterly reports to track spending
- Oversee weekly and monthly reporting related to COVID-19 procedures and protocols
- Ensure office efficiency is maintained by carrying out planning and execution of equipment procurement, layouts, and office systems
- Review and monitor current trends and provide suggestions for innovative or improved ways of providing office service and workplace experience
- Conduct on going assessments and analysis of the office needs and processes to ensure the team is providing the best service and support to the firm

EDUCATION AND EXPERIENCE

- Experience working as an Office Manager is required, ideally in professional services
- Post-secondary education with completion of a college diploma or university degree in business management (or equivalent) is required
- Experience managing direct reports is required
- Knowledge of office management responsibilities, systems, and procedures
- Joint Health & Safety Committee Certified is an asset

SKILLS AND CHARACTERISTICS

- Professional and service orientated, willing to be resourceful, problem solve and implement solutions
- Process improvement mindset, assessing and evaluating processes and programs to ensure efficiency and effectiveness
- Excellent time management skills with the ability to balance and prioritize work
- Strong project management skills with the ability to plan and advance projects and deliverables to meet project milestones and deadlines
- Willingness to be hands on take on team member's duties, if required
- Flexible with a positive attitude to take on new challenges and problems
- Excellent written and verbal communication
- Detail orientated and highly organized
- Knowledge of clerical practices and procedures

WHAT DIFFERENTIATES US?

We are a firm with deep values, centered around our commitment to excellence and winning. We are also dedicated to promoting and advancing equity, diversity, and inclusion in our workplace and in the legal profession. We maintain an inclusive work environment comprised of people with diverse perspectives, backgrounds, identities, and cultures who are all valued, respected, and have an equal opportunity to develop, advance, and be heard. We have developed several award-winning and forward-thinking initiatives, including resume anonymization in student recruitment to decrease barriers for diverse candidates and [ReferToHer™](#), a program aimed to balance the scales on referrals for female lawyers. We have also made continuous process improvement and innovation a key strategic priority. Learn more about our programs on www.litigate.com.

Qualified candidates are asked to submit their cover letter and resume [HERE](#).

Lenczner Slaght invites applications from all qualified candidates. We are committed to employment equity and diversity in the workplace. Accommodation will be provided in all parts of the recruitment and hiring process. Please direct all requests and questions to [Lynsey Clement](#) (Manager, Human Resources).