
Manager, Legal Assistants

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 and business professionals. Learn more at litigate.com.

We are currently seeking a **Manager, Legal Assistants** to join the firm.

ROLE DESCRIPTION

The Manager, Legal Assistants is responsible for managing and leading the team of Legal Assistants (34 Legal Assistants and 2 Document Specialists) to ensure that the firm's Lawyers are supported effectively. The role includes overseeing recruitment, onboarding, coaching, ongoing training, and skills development, work and assignment allocation, attendance management and performance management. Reporting to the Director, Human Resources, the Manager, Legal Assistants will help develop and lead process improvement initiatives for the firm's team of Legal Assistants.

To thrive in this role, you must be driven, have a strong sense of urgency and attention to detail. You must think critically and act logically. This role is a generalist role that not only involves managing people but also projects across the full scope of Legal Assistant responsibilities. You must be able to adapt to changing priorities and firm needs and be proactive in identifying areas of need and generating action plans.

ROLES & RESPONSIBILITIES

Recruitment & Development

- Oversee the hiring, onboarding, and training of all Legal Assistants.
- Coordinate follow-up on new hire technical training to ensure that requisite level of expertise is achieved.
- Provide coaching and mentorship to new and existing Legal Assistants.
- Provide timely and effective feedback, assessing Legal Assistants' competencies, and determining training and developmental needs.
- Identify and implement tools and processes to streamline new or existing Legal Assistant practices, while managing the design, rollout, and necessary training.

Operations and Workflow Management

- Manage absences and vacations and coordinate backup support to ensure coverage needs are met.
- Manage and authorize overtime requests by understanding and utilizing firm resources when appropriate.
- Oversee and assist with optimizing workflow by assigning placement of Legal Assistants in work share assignments in an effective manner to meet firm and Lawyers' practice needs.

- Act as primary contact between the Legal Assistants and Lawyers.
- Manage questions and concerns that may arise within the Lawyer/Legal Assistant teams and provide appropriate solutions in a timely manner.
- Foster a collaborative environment among the Legal Assistant team.

Performance Management

- Lead the performance management process for Legal Assistants including setting performance objectives, collecting feedback, and conducting performance reviews.

Process Improvement and Change Management

- Lead process improvement initiatives in collaboration with the team of Legal Assistants and various other business teams to improve both work processes within the team and those which intersect with other functions.
- Analyze work methods and recommend improvements by supporting the creation of processes and practices to improve the day-to-day efficiency and effectiveness of the Legal Assistant.
- Oversee implementation of process improvements in the Legal Assistant function.

Other duties as and when required.

EDUCATION & EXPERIENCE

- Post-secondary education in Administration, Human Resources, or a related field of study.
- 5+ years of experience working as a Legal Assistant and/or Law Clerk is required; Litigation experience is preferred.
- 3+ years of experience managing a team of Legal Assistants is a strong asset.

KEY SKILLS & CHARACTERISTICS

- Excellent communication, collaboration, and interpersonal skills for liaising with firm members at all levels.
- Must be flexible, adaptable and remain calm under pressure.
- Strong organization and project management skills with ability to carry out multiple responsibilities while balancing priorities.
- Excellent analytical and critical thinking skills.
- Must have a service and client focus mindset, driving strong support and service to legal teams.
- Technology inclined with an aptitude for learning new tools and methodologies to improve efficiency.
- Exceptional people management skills, with the ability to motivate a diverse team operating in a hybrid work environment.
- Excellent ability to handle sensitive and confidential matters with discretion and diplomacy at all times.
- Skilled in problem solving and conflict management, including the ability to successfully resolve performance issues.
- Must be proactive, be able to anticipate, problem solve and respond in a manner which displays forward-thinking, and results driven nature.

- Advanced proficiency using Microsoft 365 applications, Document Management System (iManage) and Adobe Acrobat.
- Ability to effectively understand functionality and use Automated Civil Litigation (ACL), Accounting and Billing Software, Docket Software (Carpe Diem) and Electronic Court Filing applications (Onekey)(CaseLines).

OTHER INFORMATION

- **Reporting Details:** Reports directly to the Director, Human Resources.
- **Work Arrangement:** Hybrid work arrangement in place with a minimum requirement of 3 days in the office, with Wednesdays being mandatory. Please note this arrangement is in accordance with the firm's current Hybrid Work Policy, which may be amended at any time at the sole discretion of the firm.
- **Hours of Work:** Afterhours work and flexibility is expected.

WHAT DIFFERENTIATES US?

- **We're expert litigators.** Our experience is why people turn to us in the most difficult situations. We have done tens of thousands of cases, thousands of hearings, and hundreds of trials and arbitrations for our clients. Litigation is our passion and focus.
- **We're bold innovators.** As deep thinkers and problem solvers, every person at our firm can envision, plan and execute big ideas. If it hasn't been done before, we aren't afraid to be the first. See our award-winning programs: [ReferToHer™](#), [Commercialist.com](#), and [Data-Driven Decisions](#).
- **We're team players.** We are a firm with deep values, centered around our commitment to excellence and winning. We promote supportive, collaborative working relationships. We know the power of our people and we intend to harness that for the benefit of our firm, our clients, and our industry.
- **We're future focused.** To remain number one, we recruit and develop top talent – this includes lawyers and non-lawyer alike. We attract the best clients and work on the best cases. We live our values. We professionalize our business. And we implement big, bold ideas. In short, we're prepared for the future and committed to success.
- **We're diverse thinkers.** We are committed to equity, diversity and inclusion because our varied perspectives, backgrounds, identities, and cultures are our greatest assets – it enhances our collaboration, problem-solving, and litigation strategy. That's what gives us an edge with our clients.
- **We're award winners.** We're driven to be number one for our clients and for ourselves. We have been recognized by Lexpert as the #1 firm in Toronto for Litigation for 22 consecutive years and are ranked top-tier by world-renown directory, Chambers Canada. We strive for excellence in everything we do.

HOW TO APPLY

- **Qualified candidates are asked to submit their cover letter and resume to Lynsey Clement (Manager, Human Resources) [here](#).**

Lenczner Slaght invites applications from all qualified candidates. We encourage applications from candidates with diverse backgrounds. We are committed to advancing inclusion, diversity, equity and accessibility in the workplace. Accommodation will be provided in all parts of the recruitment and hiring process. Please direct all questions, including requests for accommodation, to [Human Resources](#).