

*Apply By: Thursday, February 27, 2025 11:59 pm EST*

# **Court and Client Representative - permanent & temporary full-time positions - Bilingual (English/French)**

**Organization:** Ministry of the Attorney General

**Division:** Court Services

**City:** Ottawa

**Language of Position(s):** Bilingual English/French

**Job Term:** 3 Permanent, 1 Temporary (up to 8 months with possible extension)

**Job Code:** 10OAD - Office Administration 10

**Salary:** \$29.53 - \$34.75 Per hour\*

\*Indicates the salary listed as per the OPSEU Collective Agreement.

**Posting Status:** Open

**Job ID:** 226926

[\*\*Apply online\*\*](#)

---

## **Take pride in serving the public and delivering accessible, fair and timely court services**

Experience the justice system from the inside. You'll play a key role in ensuring the courts run smoothly and serve as an essential contact between the legal system and your community.

---

## **OPS Commitment to Diversity, Inclusion, Accessibility, and Anti-Racism:**

We are committed to build a workforce that reflects the communities we serve and to promote a diverse, anti-racist, inclusive, accessible, merit-based, respectful and equitable workplace.

We invite all interested individuals to apply and encourage applications from people with disabilities, Indigenous, Black, and racialized individuals, as well as people from a diversity of ethnic and cultural origins, sexual orientations, gender identities and expressions.

Visit the [OPS Anti-Racism Policy](#) and the [OPS Diversity and Inclusion Blueprint](#) pages to learn more about the OPS commitment to advance racial equity, accessibility, diversity, and inclusion in the public service.

We offer employment accommodation across the recruitment process and all aspects of employment consistent with the requirements of Ontario's [Human Rights Code](#). Refer to the "How to apply" section if you require a disability-related accommodation.

---

## What can I expect to do in this role?

Working in court administration is dynamic and exciting – every day is different. You can expect to:

- work with and support judges, lawyers, the public and justice system participants
- work both in the courtroom and at the court office
- manage court records, receive and draft court documents and review legal documents
- support online, hybrid, and in-person hearings and use court recording equipment
- guide the jury selection process and manage court materials

Visit our [Become a court and client representative](#) for more information on the role.

---

## How do I qualify?

### Mandatory requirement

- You can type at least 30 words per minute
- You must possess oral French language skills at the advanced level and written French at the advanced-minus level. Your proficiency will be confirmed before hire.

Additional requirements:

You may need to be:

- available to work an irregular schedule, including on weekends and holidays

## **Technical skills**

You can:

- apply guidelines, procedures, policy, legislation and regulations to your work
- adapt and learn new skills and digital processes
- troubleshoot basic issues with computer equipment and seek technical support when necessary
- host court proceedings using online meeting software
- search for information and enter data in computer programs and databases

## **Communication and client service skills**

You can:

- provide exceptional customer service
- communicate confidently and effectively when you write and speak
- work with complex information and explain it clearly to the public
- pay close attention to detail when completing written tasks

## **Problem solving and judgement skills**

You can:

- take initiative to identify issues and recommend or implement solutions
- apply good judgement in challenging situations
- be discreet and keep sensitive information private

## **Planning and organizational skills**

You can:

- prioritize tasks to meet deadlines and adjust when plans change
- work on your own or with a team

## **Cash/Payment skills**

You can:

- use a cash register to receive payments

- calculate fees, collect and balance daily transactions
- complete a daily record of received payments

## **Don't meet every qualification?**

If you're excited about this position and meet most, but not all, of the listed qualifications, please still consider applying. We recognize that no one person might have every qualification in this job ad, and you just might be the right candidate! Once in the position, you will receive comprehensive training.

## **What we offer**

- We offer a unique opportunity to make a real difference in people's lives, working both in and out of the courtroom.
- You will be joining a team of more than 3,000 frontline staff members and managers across the province, committed to professionalism, collaboration and innovation.
- You will enjoy a friendly and cooperative work environment, career growth opportunities, and on-the-job training.

The Ontario Public Service is one of Ontario's largest employers. Employees work for a wide range of ministries, with offices in more than 70 cities across the province. We offer:

- a career that can grow across ministries and job functions
- flexible learning and developmental opportunities, including education and mentorship programs
- a modern, friendly and accessible physical work environment
- many employee networks offering support for and education about underrepresented groups

This role comes with the option to participate in a comprehensive compensation and benefits package that includes:

- a defined-benefit lifetime pension plan (guaranteed, ongoing inflation-protected income after retirement)
- group health, dental, life and disability benefits

- a range of vacation and leave options
  - an Employee and Family Assistance Program, which provides confidential counselling services
- 

## Additional information:

### Address:

- 3 Bilingual English/French Permanent, 161 Elgin St, Ottawa, East Region, Criminal Record and Judicial Matters Check
- 1 Bilingual English/French Temporary, duration up to 8 months, 161 Elgin St, Ottawa, East Region, Criminal Record and Judicial Matters Check

**Compensation Group:** Ontario Public Service Employees Union

**Schedule:** 3

**Category:** Legal Services

**Posted on:** Wednesday, February 12, 2025

### Note:

- [This ad is also available in French.](#)
- In accordance with the Ontario Public Service (OPS), Employment Screening Checks Policy (ESCP), the top candidate(s) may be required to undergo a security screening check. Refer to the above to determine the screening checks that are required for this position.

Required security screening checks along with your written consent, will be sent to the Transition and Security Office (TSO), Corporate Talent Programs Branch, Talent and Leadership Division to evaluate the results. If applicable, the TSO, with your written consent, will request and obtain any additional employment screening checks that were not obtained directly by you.

A record under the Criminal Code and/or other federal offence record(s) does not automatically mean you will be ineligible for the position. The employment screening check(s) will only be reviewed and evaluated by the TSO for the purpose of making a security clearance decision. The details of an individual's employment screening check(s) will be considered in specific relation to the duties and responsibilities of the position being filled.

Employment screening check records will be maintained by the TSO and kept strictly confidential.

- T-AG-226926/25(4)
- 

## How to apply:

1. You must [apply online](#).
2. Your cover letter and resume combined should not exceed five (5) pages. For tips and tools on how to write a concise cover letter and resume, review the [Writing a Cover Letter and Resume: Tips, Tools and Resources](#).
3. Customize your cover letter and resume to the qualifications listed on the job ad. Using concrete examples, you must show how you demonstrated the requirements for this job. We rely on the information you provide to us.
4. Read the [job description](#) to make sure you understand this job.
5. OPS employees are required to quote their WIN EMPLOYEE ID number when applying.
6. If you require a disability related accommodation in order to participate in the recruitment process, please [Contact Us](#) to provide your contact information. Recruitment services team will contact you within 48 hours.

Please be advised that the results of this competition may be used to form an eligibility list of qualified candidates to potentially fill future vacancies represented by the Ontario Public Service Employees Union (OPSEU). In accordance with the Collective Agreement, eligibility lists are shared with OPSEU representatives. By applying to this competition, you are providing consent that your name may be shared with OPSEU representatives.

All external applicants (including former employees of the Ontario Public Service) applying to a competition in a ministry or Commission public body must disclose (either in the cover letter or resume) previous employment with the Ontario Public Service. Disclosure must include positions held, dates of employment and any active restrictions as applicable from being rehired by the Ontario Public Service. Active restrictions can include time and/or ministry-specific restrictions currently in force, and may preclude a former employee from being offered a position with the Ontario Public Service for a specific time period (e.g. one year), or from being offered a position with a specific ministry (either for a pre-determined time period

or indefinitely). The circumstances around an employee's exit will be considered prior to an offer of employment.

## Remember:

The deadline to apply is **Thursday, February 27, 2025 11:59 pm EST**. Late applications will not be accepted.

We thank you for your interest. Only those selected for further screening, or an interview will be contacted.

All Ontario Public Service external job advertisements are posted in English and French. To confirm the language requirements of a job, check the "language of position" information at the top of each job ad. For all positions, candidates will be assessed in English, the business language of the Ontario Public Service. For English/French designated bilingual positions, candidates will also be assessed through French-language proficiency testing.

Toutes les offres d'emploi externes de la fonction publique de l'Ontario sont affichées en anglais et en français. Pour connaître les exigences linguistiques, vérifiez les renseignements sur la « langue du poste » figurant dans le haut de chaque offre d'emploi. Pour tous les postes, l'évaluation des candidates et candidats se fera en anglais, la langue usuelle de la fonction publique de l'Ontario. En ce qui concerne les postes désignés bilingues, la maîtrise du français des candidates et candidats sera également évaluée.

The Ontario Public Service is an inclusive employer.  
Accommodation is available under the [Ontario's Human Rights Code](#).

Note: The only website where you can apply on-line for positions with the Ontario Public Service is <http://www.gojobs.gov.on.ca>