



Canada's National Specialty Insurance Firm

Dolden Wallace Folick LLP ("Dolden") is a high-performance law firm that practices insurance related litigation throughout Canada, with a focus on claims emanating from specialty lines of Insurance. Our goal is to be the law firm of choice for insurers and their Canadian based litigation claims. Dolden has repeatedly been recognized as one of the top Insurance Defence firms in Canada, with offices in Vancouver, Kelowna, Calgary, Toronto and Guelph.

We are committed to encouraging diversity, equity, and inclusion in all aspects of our work and for each partner, employee and client to feel included and respected.

We strive to attract, retain and promote employees who are the best at what they do and who reflect the diversity of the communities where we live and work, particularly for those who have been historically excluded from, and under-represented in, the practice of law.

We offer a dynamic, challenging and collaborative work environment that provides you with the opportunity to make decisions and influence results. If you are interested in making your mark and contributing to the overall success of our team, this is a perfect time to apply.

Our firm continues to grow, so we are currently searching for an Office Services Coordinator to join our **Vancouver** office.

Reporting to the Director of HR & Operations, you will be responsible for the management of day-to-day reception and office services activities along with special short-term and long-term projects.

About you:

You are a quintessential team player who understands what it takes to provide exceptional client service to both internal and external stakeholders. Your congenial personality allows you to easily break down barriers and build trusted relationships with all members of the firm, all while finding more efficient and effective ways to work. You take ownership and initiative to bring about positive results and ensuring that the results of your actions are of the highest quality and delivered in a timely manner. You enjoy a fast-paced environment and contributing to and celebrating the overall success of the firm.

The ideal candidate will have:

- Exceptional administrative skills with a high attention to detail
- Strong communication skills both written and verbal
- Strong organizational, time management and multi-tasking skills
- Ability to prioritize in a high-volume, fast-paced environment
- Aptitude to maintain strict confidentiality, discretion and professionalism
- The capability to be an energetic self-starter who initiates and anticipates needs
- A passion for providing superior customer service to both internal and external stakeholders
- The ability to creatively solve problems, make decisions, facilitate and manage deadlines
- Aptitude to work under pressure with a calm demeanor

- The capability to work both independently and within a team
- The ability to present yourself in a professional manner
- The ability to work either 8 am to 4 pm or 8:30 am to 4:30 pm, Monday to Friday, 35 hours per week in the office (this is not a hybrid role)

Responsibilities will include (but are not limited to):

- Be the face of the firm greeting clients, visitors, vendors and internal stakeholders alike
- Answering and directing phone calls
- Processing and posting daily mail, including registered mail
- Coordinating couriers
- Coordinating vendors, building maintenance and representatives
- Processing copying, scanning, printing and binding requests
- Managing and ordering office and kitchen supplies
- Managing security cards
- Preparing work stations for new hires
- Assist with onboarding and orientation of new hires
- Scheduling and booking boardroom meetings
- Ordering catering and providing hosting assistance for client meetings and team events
- Maintain the tidiness of the kitchen and reception area
- Closing files and preparing them for storage
- Library and publication updates
- Assist the Legal Assistants and Paralegals with court filings, process serving, court services and corporate searches
- Provide administrative assistance to the Partners when needed
- Assisting with marketing projects and presentations and newsletter distributions
- Post changes on the Intranet and website
- Member of the Health, Fire and Safety Committee
- Possible member of the Social Committee
- Assisting with other projects as assigned

Qualifications:

- 4-8 years experience working in a fast-paced law firm, hospitality and/or customer service environment
- 2-6 years experience working in an administrative or similar role
- Advanced proficiency in Microsoft Office including PowerPoint and Excel

We offer a competitive compensation and benefits package, which includes:

- Firm paid extended health, dental, AD&D benefits
- Life & Disability insurance
- Paid sick and personal days
- Employee Assistance Program
- RRSP matching program

The firm also offers:

- Professional Development & Continuing Education
- Firm mentoring programs
- A work life balance
- The opportunity to grow your career
- Firm Social events
- Employment service awards
- A flexible schedule
- A hybrid work environment

To join our team, please send your cover letter and resume to:

Heather Walker CPHR
Director of HR & Operations
careers@dolden.com

We thank all applicants for their interest in our firm, however, only those persons selected for an interview will be contacted. *No phone calls please.*