

franklinlaw

fighting injustice at work...

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September 10, 2020

RE: PART-TIME OFFICE ADMINISTRATOR OPPORTUNITY AT FRANKLIN LAW

Introduction

We continue to work towards our vision of creating of a law firm that is social justice driven, exclusively represents the interests of employees and other workers, focuses on the inherent dignity and agency of each client, and places a premium on accessibility, safety, diversity, collaborative lawyering, education, training, and experiential learning. In line with that vision, we are excited to announce that a unique opportunity has arisen to add to our employment, human rights, and labour law team.

Given the nature of Franklin Law's practice, our resources both financial and otherwise are limited in comparison to those available at other law firms and in government practices. This in turn impacts almost every aspect of our practice including the way that: we communicate with, work

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with, and represent our clients; clients, staff and lawyers define success; and staff and lawyers are compensated.

It also has important implications for our hiring decisions, as the wrong hiring decision can have a long-lasting, serious, and adverse impact on our ability to support our clients and on the long-term viability of our practice. Given these realities, we hire infrequently and are very selective about the individuals that we ask to interview for a position with Franklin Law.

If you share our commitment to social justice-oriented lawyering and share our interest in working exclusively with employees and other workers in the areas of employment, human rights, and labour law, then please read on. We believe that it is very important for you to give careful consideration to whether or not you are open to performing work of the nature that we expect a Part-Time Office Administrator to perform on a daily basis, and open to the compensation model that Franklin Law believes that it may be able to offer to the successful candidate, before you decide whether or not you would like to meet with us for an interview. Towards that end, I have set out a brief overview of each in the paragraphs that follow.

Nature of the Work

An Office Administrator at Franklin Law will be responsible for:

- a) Being the point of first contact for clients and prospective clients of Franklin Law, including greeting, listening to, empathizing with, and otherwise communicating with clients and

- prospective clients, and creating the groundwork for a positive, respectful, productive, and unique client experience;
- b) Responding to client inquiries about Franklin Law’s services (e.g., consultations, courses, etc.), and actively selling Franklin Law’s services and/or referring prospective clients to other service providers;
 - c) Booking clients into consultations with lawyers, scheduling consultations and other meetings between lawyers and clients, booking attendees into courses, updating the firm’s calendar(s), and acting as a liaison between clients and lawyers more generally;
 - d) Creating new matters, entering client documentation into the firm’s practice management software, and creating and delivering bills and audio recordings to clients using the firm’s practice management software;
 - e) Drafting and updating Franklin Law’s administrative- and customer service-related policies, programs, and/or procedures, and updating Franklin Law’s social media;
 - f) Preparing payroll-related documents and records, organizing receipts, and other financial information in support of Franklin Law’s bookkeeping and accounting requirements, and updating and inputting financial and other information as required to comply with the Law Society of Ontario’s bookkeeping requirements; and
 - g) Performing any other activities that project, maintain, and enhance Franklin Law’s brand as a compassionate, empathetic, unique, accessible, and social justice-oriented law firm that represents workers exclusively without apology.

The work of an Office Administrator can be emotionally taxing and difficult, and frequently involves dealing with unreasonable and resource rich opposing counsel and employers, and interacting with clients who are angry, difficult to deal with, lack English language-proficiency, present with one or more disabilities, have been exploited, have suffered intense injury to their dignity and self-esteem, have had negative experiences in the legal system, have previously met with other lawyers, and/or are distrustful of lawyers and law firms more generally.

Part-Time Shifts

The successful candidate will be expected to work remotely and/or at the office and be available on:

- Mondays between 9:00 am and 12:30 pm,
- Wednesdays between 9:00 am and 5:00 pm, and
- Thursdays between 9:00 am and 12:30 pm,

but may be asked to work additional hours from time to time.

Hourly Compensation

We expect to pay you \$17.50 per hour to start.

Franklin Law currently does not provide its employees with sickness, accident, or disability benefits but may attempt to do so in the future.

Other Important Considerations

Please keep in mind that none of the terms of employment that Franklin Law contemplates offering to the successful candidate have been finalized, including the information that is set out above. Furthermore, this correspondence does not constitute an offer of employment and should not be interpreted as including representations about any particular term of employment with Franklin Law.

We will answer additional questions about this employment opportunity, at an interview, and will ask the successful candidate to enter into an employment contract that is entirely separate and distinct from this document and sets out the terms of her, his, or their employment, if and when a hiring decision is made.

Franklin Law strives to be an equal opportunity employer and values diversity in all of its forms.

We encourage applications from individuals from: historically disadvantaged and/or marginalized communities; from individuals who can identify with the lived experiences of the ethno-racially, gender-sexually, and socioeconomically diverse group of employees and other individuals that Franklin Law supports, advises, and represents; and from individuals whose language, training, or other relevant skills may assist Franklin Law in helping individuals from these communities and/or with these identities to access our services.

Finally, we expect to hold all interviews by the late September/early October of 2020, and hope to

be in a position to make a hiring decision shortly thereafter.

If you are still interested in meeting with us by phone for an interview, please enclose:

1. a cover letter that speaks to why this opportunity is of interest to you,
2. a copy of your most recent resume/curriculum vitae, and
3. the name and contact information for a reference.

The deadline to apply for the position is 12:00 pm on Tuesday September 22, 2020, and applications that do not include all of the above-noted documents/information will not be considered.

Thank you very much for your time, consideration, and interest in Franklin Law. Kindly direct any future communications and/or questions directly to my attention.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ron Franklin', with a small period at the end.

ron franklin
franklinlaw
RF