



**MEMORANDUM  
HUMAN RESOURCES**

**TO:** Board of Supervisors **DATE:** October 11, 2016

**FROM:** Lori Walsh, Human Resources Director

**SUBJECT:** Creation of Civil Legal Secretary Classification Series, Abolishment of Two Classifications, Salary Change to the Assistant CEO Classification, and Budget Revision for County Counsel's Office

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**ACTION REQUESTED**

1. Introduce an ordinance amending the un-codified Schedule of Classifications and Compensation Ordinance and the un-codified Allocation of Positions to Departments Ordinance regarding the creation of the Civil Legal Secretary classification series, abolishing the Secretary to County Counsel classification, abolishing the Chief Assistant County Executive Officer classification, and approving a salary adjustment to the Assistant County Executive Officer classification from salary Grade MNGT 486 (\$67.90 to \$82.57/ hourly) to ADHD 677 (\$77.28 to \$93.91/ hourly). Oral reading waived.
2. Approve a Budget Revision in the amount of \$19,111 within the appropriate accounts of the County Counsel's Office FY 2016-17 Final Budget

**BACKGROUND**

Civil Legal Secretary Classification Series

On September 12, 2016, the Placer County Civil Service Commission approved the creation of the new Civil Legal Secretary classification series and corresponding salary grades for four new classifications, as follows:

- Civil Legal Secretary I Salary Grade GNRL 64 (\$3621.19 - \$4401.66/mo);
- Civil Legal Secretary II Salary Grade GNRL 76 (\$3992.44 - \$4852.90/mo);
- Civil Legal Secretary - Senior – Salary Grade GNRL 88 (\$4401.66 - \$5350.28/mo);
- Civil Legal Secretary – Supervising – Grade GNRL 100 (\$4852.90 - \$5898.78/mo)

The CSC also approved the reclassification of four Legal Secretary Journey positions, Salary Grade GNRL 61 (\$3538.36 - \$4300.78/month) to Civil Legal Secretary II – Salary Grade GNRL 76 (\$3992.44 - \$4852.90/month) and the non-competitive promotion of three incumbents pursuant to the Placer County Code, Chapter 3 Section 3.08.480. In

addition, the CSC approved the reclassification of two Legal Secretary Senior positions, Salary Grade 73 (\$3900.94 - \$4741.64/month) to Civil Legal Secretary – Senior, Salary Grade GNRL 88 (\$4401.66 - \$5350.28/month) and the non-competitive promotion of the incumbents pursuant to Chapter 3 Section 3.08.480. Lastly, the CSC approved the abolishment of the classification of Secretary to County Counsel classification.

The CSC recommends the Board approve the creation of the Civil Legal Secretary classification series at the salary and grades listed above, and the abolishment of the Secretary to County Counsel classification.

### County Executive Office

Upon the retirement of the former Chief Assistant CEO in early 2016, additional responsibilities were assigned to the incumbent serving as the Assistant County Executive Officer. With the abolishment of the Chief Assistant CEO classification, it is desirable to assign these duties to the Assistant CEO on a permanent basis.

## **BASIS FOR RECOMMENDATIONS**

### Civil Legal Secretary Classification Series

County Counsel's Office provides primarily civil litigation and transactional legal services. In the last two decades, changes to civil discovery, e-discovery, and electronic filing in some state courts and administrative agencies, and all of the federal courts have created a skills shift for legal secretaries working in civil litigation law offices. The growing digital handling of contractual agreements and other documents is creating a skills shift for legal secretaries working in civil transactional law offices. Due to the small size of the County Counsel's Office, all legal secretaries must be able to perform the duties that are segregated between a number of County classifications such as legal secretary, paralegal, and executive secretary. The office's historical attempts to utilize more specialized classifications have created gaps in available legal support.

As a result of the changing job duties for legal secretaries assigned to County Counsel's Office, the County retained Bryce Consulting to perform a classification study on the legal secretary positions assigned to County Counsel's Office. The consultant reviewed Position Inventory Questionnaires completed by the study participants, conferred with County Counsel, the Chief Deputy County Counsel, and Human Resources. The consultant also interviewed staff in the District Attorney's Office to determine the scope of responsibilities of the Legal Secretary positions allocated in the District Attorney's Office, when compared to the scope of work of the Legal Secretary positions allocated in the County Counsel's Office.

The classification analysis revealed that a new classification series of Civil Legal Secretary was necessary, as the current Legal Secretary classifications do not

accurately reflect the full scope or level of work required of Legal Secretaries assigned to the County Counsel's Office.

After the classification study was completed, an internal salary review was performed and it was determined the new classification series of Civil Legal Secretary should be set at a salary grade appropriate to classifications with a similar scope of work. For example, the salary grade of the new Civil Legal Secretary II classification is aligned with the Administrative Technician salary grade and is designed to be just below the Paralegal II salary grade as that classification requires possession of a certificate.

It has also been determined that the classification of Secretary to County Counsel should be abolished because it has not been filled nor utilized for many years. Abolishing the classification will create symmetry within the County Counsel's Office operating within the new Civil Legal Secretary classification series.

#### County Executive Office

The abolishment of the Chief Assistant CEO classification and the assignment of additional duties to the Assistant CEO support an increase in salary for the Assistant CEO classification. The current salary range for the Assistant CEO classification is MNGT 486 (\$11,769 – 14,312/month). It is recommended that the salary range for this classification be adjusted to range ADHD 677 (\$13,395 – 16,278/month).

#### **FISCAL IMPACT**

The fiscal impact related to the creation of the Civil Legal Secretary Classification Series is approximately \$19,111 annually. Funding for these changes will be included in the County Counsel's Office FY 2016-17 final budget. The fiscal impact of the changes to the classifications in the County Executive Office will be \$113,200 annually and has been funded in the department's FY 2016-17 final budget.

#### **ATTACHMENTS**

Attachment 1 – Ordinance

Attachment 2 – Budget Revision for County Counsel FY2016-2017 Final Budget

Attachment 3 – Civil Legal Secretary Series Job Specifications

# Attachment 1

# Before the Board of Supervisors County of Placer, State of California

**In the matter of:** An ordinance amending the un-codified Schedule of Classifications and Compensation Ordinance and the un-codified Allocation of Positions to Departments Ordinance related to departments of County Counsel and the County Executive Office.

Ordinance No.: \_\_\_\_\_

Introduced: \_\_\_\_\_

The following Ordinance was duly passed by the Board of Supervisors of the County of Placer at a regular meeting held \_\_\_\_\_, by the following vote on roll call:

Ayes:

Noes:

Absent:

Signed and approved by me after its passage.

\_\_\_\_\_  
Chair, Board of Supervisors

Attest:

\_\_\_\_\_  
Clerk of said Board

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THE BOARD OF SUPERVISORS OF THE COUNTY OF PLACER, STATE OF CALIFORNIA, DOES HEREBY ORDAIN AS FOLLOWS:

The un-codified Schedule of Classifications and Compensation Ordinance and the un-codified Allocation of Positions to Departments Ordinance are hereby amended as follows: (Additions to ordinance shown in bold and underline, deletions shown with strike-through.)

**Section 1.** That the un-codified Schedule of Classifications and Compensation Ordinance is hereby amended to read as follows:

ADMIN CODE	CLASSIFICATION TITLE	SALARY PLAN — APPENDIX	GRADE
<b><u>11768</u></b>	<b><u>Civil Legal Secretary I</u></b>	GNRL	64
<b><u>11769</u></b>	<b><u>Civil Legal Secretary II</u></b>	GNRL	76
<b><u>11770</u></b>	<b><u>Civil Legal Secretary – Senior</u></b>	GNRL	88
<b><u>11771</u></b>	<b><u>Civil Legal Secretary – Supervising</u></b>	GNRL	100
12331	Secretary to County Counsel	CONF	336
11714	Chief Assistant County Executive Officer	MNGT	525
19805	Assistant County Executive Officer	<b><u>MNGT</u></b> <b><u>ADHD</u></b>	<del>486</del> <b><u>677</u></b>

**Section 2.** That the un-codified Allocation of Positions to Departments Ordinance is hereby amended to read as follows:

County Counsel		
	Legal Secretary Entry/Journey	<del>4</del> <u>0</u>
	<b><u>Civil Legal Secretary I/II</u></b>	<b><u>4</u></b>
	Legal Secretary – Senior	<del>3</del> <u>0</u>
	<b><u>Civil Legal Secretary – Senior</u></b>	<b><u>3</u></b>
	<b><u>Civil Legal Secretary – Supervising</u></b>	<b><u>1</u></b>

**Section 3.** That this ordinance shall be effective the first day of the pay period following adoption.

**Section 4.** That this ordinance amendment is adopted as an un-codified ordinance.

# Attachment 2



# Attachment 3

## **CIVIL LEGAL SECRETARY I - II**

### **DEFINITION**

To provide a variety of highly responsible and specialized secretarial, technical and administrative legal support duties related to litigation and transactional law, including drafting, formatting and filing a variety of legal documents in support of the County Counsel's Office.

### **DISTINGUISHING CHARACTERISTICS**

**Civil Legal Secretary I:** This is the entry level class in the Civil Legal Secretary series. This class is distinguished from the journey level by the performance of the more routine and less complex tasks and duties assigned to positions within the series. Employees at this level are not expected to perform with the same independence of direction and judgment on matters allocated to the journey level. This class is typically used as a training class; employees may have only limited directly related work experience. Employees work under immediate supervision while learning to perform the full breadth of job tasks independently.

**Civil Legal Secretary II:** This is the full journey level class in the Civil Legal Secretary series. This class is distinguished from the Civil Legal Secretary I level by the assignment of the full range of duties including the more difficult and complex work. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the entry level.

This class is distinguished from the Senior Civil Legal Secretary in that the latter is responsible for performing the more sensitive duties and providing technical and/or functional supervision to others when assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

#### **CIVIL LEGAL SECRETARY I**

Receives immediate supervision from assigned professional or management staff, receives technical and/or functional supervision from a Senior Civil Legal Secretary.

#### **CIVIL LEGAL SECRETARY II**

Receives general supervision from assigned professional or management staff, and may receive technical and/or functional supervision from a Senior Civil Legal Secretary.

**EXAMPLES OF ESSENTIAL DUTIES – Duties may include, but are not limited to, the following:**

Draft, format, proofread and finalize a variety of legal documents in support of assigned attorneys including, but not limited to, pleadings, briefs, writs, appellate briefs, motions, orders, civil discovery requests and responses, administrative records, warrants, judgments, agenda items and background materials, ordinances, resolutions, contracts, leases, and other civil litigation and legal transactional documents.

Assist attorneys with trial and hearing preparation; format and prepare exhibits list, witness list, and jury instructions; may support attorneys in court and administrative proceedings, as assigned. Perform a variety of duties in support of document management including receiving, scanning, organizing, filing, and destroying documents in paper and electronic files.

Perform routine and technical legal research, compile materials and prepare reports and documents.

Interpret, analyze, and determine compliance or acceptance of information and materials.

Establish and maintain systems related to assigned technical areas of responsibility; monitor area activities and report progress as required.

Review contracts and routine legal documents prepared by County departments for accuracy and completeness.

Draft, prepare and track civil subpoenas; research and locate contact information of involved parties; provide instructions for deposition officer and coordinate production of documents.

Arrange for the presence of witnesses and make deposition arrangements including coordinating with court reporter.

Receive and input Public Records Act requests and track timelines associated with such; assist in preparing responses; overseeing production of request.

Receive, input and track Board of Supervisor agenda items.

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for office operations; implement office policies and procedures.

Monitor and control expenditures and process invoices; track a variety of operational statistics.

May be requested to assist with on-the-job training of newly hired staff regarding policies and procedures.

Perform a variety of responsible administrative support activities on behalf of attorneys and management including, but not limited to, scheduling and maintaining calendar of appointments, court hearings, and depositions on behalf of attorneys; making meeting arrangements; monitoring and following-up on due dates.

Serve as first point of contact at front desk, receiving, logging and distributing files, documents and Public Records Requests, answering phones, receiving, opening and processing incoming mail and greeting visitors.

Respond to complex inquiries and requests for information from the public and County staff.

Perform electronic and traditional filing in varied state and federal courts and administrative agencies.

Independently respond to letters and general correspondence of a routine nature.

Operate standard law office equipment including multi-line telephone, high volume printer, scanner, word processing and other document preparation applications; legal practice and case management software, other standalone computer software programs as related to assigned area.

Provide responsible technical assistance and training in areas of expertise to office co-workers and other County employees.

Organize evidence and documents for effective analysis and presentation by attorney.

Review and summarize deposition transcripts and other discovery responses.

Transcribe audio and video recordings

Build and maintain positive working relationships with co-workers, other County employees and the public using principles of good customer service.

Perform related duties as assigned.

## **MINIMUM QUALIFICATIONS**

### **CIVIL LEGAL SECRETARY I**

#### **Knowledge of:**

- Principles and practices of legal secretarial and legal support including drafting, proofreading and filing a variety of legal documents in state court.
- Computer software, including word processing, data base and spreadsheet applications.
- English usage, spelling, punctuation and grammar; and arithmetic, basic mathematical calculations and statistics and statistical methods.
- Modern office procedures, methods and computer equipment.
- Principles and practices of report writing.
- Business letter writing.
- State court rules and procedures.

#### **Ability to:**

- On a continuous basis, sit at desk and/or stand at counter for long periods of time. Intermittently twist and reach office equipment; write and use keyboard to communicate through written means; perform simple grasping and fine manipulation; lift light weight.
- Intermittently review documents related to department operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain department policies and procedures; explain operations and problem solve office issues for the public and with staff.
- Learn to perform legal research in carrying out technical administrative and legal support duties.
- Work with accuracy and thoroughness under stress.
- Compile and maintain records and prepare reports.
- Learn to analyze situations quickly and objectively to determine proper course of action.
- Use a personal computer and office equipment necessary for successful job performance.

- Type at a speed necessary for successful job performance.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work with various cultural and ethnic groups in a tactful and effective manner.
- Preserve confidentiality of sensitive material routinely encountered as part of work assignments.

### **Experience and Training**

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

#### **Experience:**

Two years of experience performing secretarial and technical legal support duties in a public or private legal office that included supporting civil litigation and transactional activities.

#### **Training:**

Equivalent to the completion of the twelfth grade preferably supplemented by course work in business, paralegal studies or a closely related field.

#### **License or Certificate:**

May need to possess a valid driver's license as required by the position. Proof of adequate vehicle insurance and medical clearance may also be required.

### **CIVIL LEGAL SECRETARY II**

In addition to the qualifications of the Civil Legal Secretary I:

#### **Knowledge of:**

- Electronic filing of documents in the state and federal courts and with administrative agencies.
- Principles and practices of routine legal research.
- Federal and Appellate court rules and procedures, Administrative Agency regulations and procedures.
- Forms of agreements, leases, ordinances, resolutions, public record act responses, and administrative records.

**Ability to:**

- Perform independent legal research in carrying out technical administrative and legal support duties.
- Collect, compile, analyze and present a variety of data in a meaningful way.
- Understand and interpret complex policies, procedures and regulations.
- Compile and maintain complex and extensive records and prepare reports.
- Analyze situations quickly and objectively to determine proper course of action.
- Develop and recommend policies and procedures related to assigned office operations.

**Experience and Training**

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

**Experience:**

Two years of experience performing secretarial and technical legal support duties equivalent to a Civil Legal Secretary I in Placer County.

**Training:**

Equivalent to the completion of the twelfth grade preferably supplemented by course work in business, paralegal studies or a closely related field.

**License or Certificate:**

May need to possess a valid driver's license as required by the position. Proof of adequate vehicle insurance and medical clearance may also be required.

## **SENIOR CIVIL LEGAL SECRETARY**

### **DEFINITION**

To perform the more difficult, complex and/or sensitive work related to the performance of highly responsible and specialized secretarial, technical and administrative legal support duties related to litigation and transactional law, including drafting, formatting and filing a variety of legal documents in support of the County Counsel's Office.

### **DISTINGUISHING CHARACTERISTICS**

This is the advanced journey level class in the Civil Legal Secretary series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed, complexity and sensitivity of duties assigned, independence of action taken, by the amount of time spent performing the duties and by the nature of the public contact made. Employees perform the most difficult and responsible types of duties assigned to classes within the series which may include providing technical and/or functional supervision to staff. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives direction from assigned professional or management staff.

Exercises technical and/or functional supervision over assigned staff.

### **EXAMPLES OF ESSENTIAL DUTIES – Duties may include, but are not limited to, the following:**

Provide direction, training and oversight to staff on policies, procedures, methods and format; serve as technical expert receiving and responding to staff questions.

Draft, format, proofread and finalize the more sensitive legal documents in support of assigned attorneys including, but not limited to, pleadings, briefs, writs, appellate briefs, motions, orders, civil discovery requests and responses, administrative records, warrants, judgments, agenda items and background materials, ordinances, resolutions, contracts, leases, and other civil litigation and legal transactional documents.

Participate in the revision, development and implementation of new office procedures.

Assist attorneys with trial and hearing preparation; format and prepare exhibits list, witness list, and jury instructions; may support attorneys in court and administrative proceedings, as assigned.

Perform a variety of duties in support of document management including receiving, scanning, organizing, filing, and destroying documents in paper and electronic files.

Perform routine and technical legal research, compile materials and prepare reports and documents.

Interpret, analyze, and determine compliance or acceptance of information and materials.

Establish and maintain systems related to assigned technical areas of responsibility; monitor area activities and report progress as required.

Review contracts and routine legal documents prepared by County departments for accuracy and completeness.

Draft, prepare and track civil subpoenas; research and locate contact information of involved parties; provide instructions for deposition officer and coordinate production of documents.

Arrange for the presence of witnesses and make deposition arrangements including coordinating with court reporter.

Receive and input Public Records Act requests and track timelines associated with such; assist in preparing responses; overseeing production of request.

Receive, input and track Board of Supervisor agenda items.

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for office operations; implement office policies and procedures.

Monitor and control expenditures and process invoices; track a variety of operational statistics.

Perform a variety of responsible administrative support activities on behalf of attorneys and management including, but not limited to, scheduling and maintaining calendar of appointments, court hearings, and depositions on behalf of attorneys; making meeting arrangements; monitoring and following-up on due dates.

Serve as first point of contact at front desk, receiving, logging and distributing files, documents and Public Records Requests, answering phones, receiving, opening and processing incoming mail and greeting visitors.

Respond to complex inquiries and requests for information from the public and County staff.

Perform electronic and traditional filing in varied state and federal courts and administrative agencies.

Independently respond to letters and general correspondence of a routine nature.

Operate standard law office equipment including multi-line telephone, high volume printer, scanner, word processing and other document preparation applications; legal practice and case management software, other standalone computer software programs as related to assigned area.

Provide responsible technical assistance and training in areas of expertise to office co-workers and other County employees.

Organize evidence and documents for effective analysis and presentation by attorney.

Review and summarize deposition transcripts and other discovery responses.

Transcribe audio and video recordings

Build and maintain positive working relationships with co-workers, other County employees and the public using principles of good customer service.

Perform related duties as assigned.

## **MINIMUM QUALIFICATIONS**

### **Knowledge of:**

- Principles and practices of legal secretarial and legal support including drafting, proofreading and filing a variety of legal documents, including electronic filing in all courts and administrative agencies.

- Principles and practices of routine legal research.
- State, Federal and Appellate court rules and procedures, Administrative Agency regulations and procedures.
- Computer software, including word processing, data base and spreadsheet applications.
- English usage, spelling, punctuation and grammar; and arithmetic, basic mathematical calculations and statistics and statistical methods.
- Modern office procedures, methods and computer equipment.
- Principles and practices of report writing.
- Business letter writing.
- Forms of agreements, leases, ordinances, resolutions, public record act responses, and administrative records.

**Ability to:**

- Serve as technical and /or functional lead, providing training and oversight to staff on an ongoing basis or related to specific policies and procedures.
- On a continuous basis, sit at desk and/or stand at counter for long periods of time. Intermittently twist and reach office equipment; write and use keyboard to communicate through written means; perform simple grasping and fine manipulation; lift light weight.
- Intermittently review documents related to department operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain department policies and procedures; explain operations and problem solve office issues for the public and with staff.
- Perform independent legal research in carrying out technical administrative and legal support duties.
- Collect, compile, analyze and present a variety of data in a meaningful way.
- Understand and interpret complex policies, procedures and regulations.
- Compile and maintain complex and extensive records and prepare reports.
- Analyze situations quickly and objectively to determine proper course of action.
- Develop and recommend policies and procedures related to assigned office operations.
- Work with accuracy and thoroughness under stress.
- Use a personal computer and office equipment necessary for successful job performance.
- Type at a speed necessary for successful job performance.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work with various cultural and ethnic groups in a tactful and effective manner.

- Preserve confidentiality of sensitive material routinely encountered as part of work assignments.

### **Experience and Training**

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

### **Experience and Training**

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

#### **Experience:**

Two years of experience performing secretarial and technical legal support duties equivalent to a Civil Legal Secretary II in Placer County.

#### **Training:**

Equivalent to the completion of the twelfth grade preferably supplemented by course work in business, paralegal studies or a closely related field.

#### **License or Certificate:**

May need to possess a valid driver's license as required by the position. Proof of adequate vehicle insurance and medical clearance may also be required.

## **SUPERVISING CIVIL LEGAL SECRETARY**

### **DEFINITION**

To plan, organize, direct and supervise staff involved in the performance of highly responsible and specialized secretarial, technical and administrative legal support duties related to litigation and transactional law within the County Counsel's Office; and to perform a variety of technical tasks relative to assigned area of responsibility.

### **DISTINGUISHING CHARACTERISTICS**

The Supervisor level recognizes positions that perform full, first-line supervisory responsibilities including planning, assigning and evaluating the work of subordinates and are responsible for a program area within a work unit or department.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from an assigned manager.

Exercises direct supervision over assigned secretarial personnel.

### **EXAMPLES OF ESSENTIAL DUTIES – Duties may include, but are not limited to, the following:**

Recommend and assist in the implementation of unit goals and objectives; establish schedules and methods related to supporting attorneys within the County Counsel's Office; implement policies and procedures.

Plan, prioritize, assign, supervise and review the work of staff involved in the performance of secretarial, technical and administrative legal support including drafting, formatting and filing a variety of legal documents.

Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.

Participate in budget preparation and administration; prepare cost estimates for budget recommendations; monitor and control expenditures.

Participate in the selection of staff; provide or coordinate staff training; conduct performance evaluations; recommend discipline; implement discipline procedures as directed.

Participate in the revision, development and implementation of new office procedures.

Assist attorneys with trial and hearing preparation; format and prepare exhibits list, witness list, and jury instructions; may support attorneys in court and administrative proceedings, as assigned.

Perform a variety of duties in support of document management including receiving, scanning, organizing, filing, and destroying documents in paper and electronic files.

Interpret, analyze, and determine compliance or acceptance of information and materials.

Perform the most difficult and complex work in the drafting, formatting, proofreading and finalizing the more sensitive legal documents in support of assigned attorneys including, but not limited to, pleadings, briefs, writs, appellate briefs, motions, orders, civil discovery requests and responses, administrative records, warrants, judgments, agenda items and background materials, ordinances, resolutions, contracts, leases, and other civil litigation and legal transactional documents.

Respond to complex inquiries and requests for information from the public and County staff.

Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.

Participate in special projects and/or assignments in an effort to improve processes, procedures and workflow.

Build and maintain positive working relationships with co-workers, other County employees and the public using principles of good customer service.

Perform related duties as assigned.

## **MINIMUM QUALIFICATIONS**

### **Knowledge of:**

- Principles and practices of legal secretarial and technical support related to the drafting, proofreading and filing a variety of legal documents, including electronic filing in all courts and administrative agencies.
- Principles of supervision, training and performance evaluations.
- Principles of budget monitoring.
- Principles and practices of routine legal research.
- State, Federal and Appellate court rules and procedures, Administrative Agency regulations and procedures.
- Forms of agreements, leases, ordinances, resolutions, public record act responses, and administrative records.
- Modern office procedures, methods and computer e equipment.
- Principles and practices of leadership, motivation, team building and conflict resolution.
- Principles and practices of work safety.
- Pertinent local, State and Federal laws, ordinances and rules relative to child support activities.
- English usage, spelling, punctuation and grammar; and arithmetic, basic mathematical calculations and statistics and statistical methods.
- Business letter writing.
- Methods for training employees in work procedures.
- Advanced principles and practices of customer service.

### **Ability to:**

- Organize, implement and direct assigned litigation and transactional law administrative and secretarial support operations/activities.
- Continuously, review legal documents related to litigation and transactional law; identify necessary information needed per legal requirements; problem solve issues related to the drafting, formatting, and filing of legal documents in a variety of courts; understand and

interpret Department policies and procedures; explain operations to less experienced staff.

- On a continuous basis, sit at desk and/or stand at counter for long periods of time. Intermittently twist and reach office equipment; kneel or twist to retrieve files; write or use keyboard to communicate through written means; lift light weight.
- Supervise, train and evaluate assigned staff.
- Collect, compile, analyze and present a variety of data in a meaningful way.
- Understand and interpret complex policies, procedures and regulations.
- Compile and maintain complex and extensive records and prepare reports.
- Analyze situations quickly and objectively to determine proper course of action.
- Develop and recommend policies and procedures related to assigned office operations.
- Interpret and explain pertinent County and Department policies and procedures.
- Use a personal computer and office equipment necessary for successful job performance.
- Work with various cultural and ethnic groups in a tactful and effective manner.
- Preserve confidentiality of sensitive material routinely encountered as part of work assignments.
- Type at a speed necessary for successful job performance.
- Exercise problem-solving with sound independent judgment.
- Assist in the development and monitoring of an assigned program budget.
- Develop and recommend policies and procedures related to assigned operations.
- Work with various cultural and ethnic groups in a tactful and effective manner.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Communicate clearly and concisely, both orally and in writing.

### **Experience and Training**

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

#### **Experience:**

Four years performing secretarial and technical legal support duties that included supporting civil litigation and transactional activities including one year performing duties similar to a Senior Civil Legal Secretary.

#### **Training:**

Equivalent to the completion of the twelfth grade preferably supplemented by course work in business, paralegal studies or a closely related field.

#### **License or Certificate:**

May need to possess a valid driver's license as required by the position. Proof of adequate vehicle insurance and medical clearance may also be required.

