



## Legal Office Assistant

### ***Purpose of the role:***

Under general direction, supervises, assigns, reviews, and participates in the work of staff responsible for providing office administrative and legal secretarial support for the City Attorney's Office; ensures work quality and adherence to established timelines, policies, and procedures; performs the more technical and complex tasks relative to assigned area of responsibility including performing varied, difficult, and often sensitive and confidential office administrative and secretarial support functions in support of the City Attorney's Office; and performs related duties as assigned.

### ***Distinguishing Characteristics:***

The Legal Office Assistant assumes responsibility for supervising and overseeing the work of office support staff and legal interns for the City Attorney's Office. Positions assigned to this class participate in providing complex and responsible administrative and office support functions for the City Attorney's Office, which require a thorough knowledge of the department as well as court procedures and precedents. Incumbents also perform difficult, diverse, and sensitive duties in support of the City Attorney and legal staff. The Legal Office Assistant classification is distinguished from an Office Supervisor and other office support and secretarial classes in that incumbents in the Legal Office Assistant class are responsible both for supervising and for performing a variety of complex and difficult legal secretarial services.

***The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.***

### ***Essential Duties and Responsibilities:***

- Plans, organizes, supervises, and evaluates the work of assigned staff; develops, implements, and monitors work plans to achieve goals and objectives; supervises and participates in developing, implementing, and evaluating plans, work processes, systems, and procedures to achieve annual goals, objectives, and work standards.
- Plans, organizes, directs, and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends compensation and provides other rewards to recognize performance; recommends disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the City's Personnel Rules and Regulations.
- Participates in the selection of assigned law office support staff; provides or coordinates staff training; works with employees to correct deficiencies.

- Establishes schedules and methods for providing law office support services; identifies resource needs; reviews needs with appropriate management staff; allocates resources accordingly.
- Provides leadership and works with staff to ensure a high performance, customer service-oriented work environment that supports achieving the department's and the City's mission, objectives, and values.
- Assists in developing and compiling the annual budget for the City Attorney's Office; monitors preparation and distribution of budget and financial reports; participates in the development of the assigned program budget; forecasts funds needed for staffing, equipment, materials, and supplies; monitors and approves expenditures; recommends budgetary adjustments as necessary.
- Performs the more technical and complex tasks of the work unit including providing secretarial and administrative support to the City Attorney; types and/or drafts memoranda, correspondence, City Council transmittals, ordinances, resolutions, and other documents and reports; ensures materials and reports for City Attorney signature are accurate and complete; maintains the City Attorney's calendar, coordinating meetings, screening requests and assisting with effective time management.
- Reviews, verifies, and proofreads documents and other material for accuracy, completeness, and compliance with City standards, requirements, policies, and procedures as well as court requirements.
- Serves as liaison between the City Attorney's Office and the general public, City staff, and outside groups and agencies; provides general and specialized information and assistance regarding assigned function that may require the use of judgment, tact, and sensitivity and the interpretation of policies, rules, and procedures as appropriate; explains programs, policies, and activities related to specific program area of assignment; receives and screens office and telephone callers; responds to complaints and requests for information relating to assigned responsibilities; refers callers and/or complaints to appropriate City staff for further assistance as needed and/or takes or recommends actions to resolve the complaint; determines the priority and routes incoming correspondence.
- Retrieves items assigned to the department through the City-wide referral system; refers items to appropriate staff for follow-up action and report.
- Maintains the master calendar for the City Attorney's Office; logs and controls assignments, deadlines, and requests; verifies and monitors timelines for all legal filings, appearances, and deadlines; logs all Summons and Complaints, schedules response dates and routes to assigned staff; sets up litigation files; sends complaint, legal documents, and materials to counsel; monitors all active litigation files; interacts with City's insurance adjuster/risk management consultant on claims and lawsuits.
- Types litigation documents; types and arranges for service of process; assigns and monitors the completion of discovery requests; reviews responses and transmits information to counsel.
- Maintains the law library; reshelves materials; orders and updates legal reference materials including computer research services.

- Performs on-line legal research requested by attorneys and other City staff.
- Assists the City Attorney in determining assignment of new litigation to internal or outside legal counsel.
- Types contracts; prepares budget appropriation and purchase orders; pay invoices and maintain files for cost accounting.
- Coordinates, makes, processes, and confirms staff travel and other arrangements for conferences and business trips; types itineraries, requests travel advances and compiles expense reports; reconciles credit card invoices.
- Participates in the collection, compilation, and analysis of information from various sources on a variety of specialized topics related to assigned programs; participates in the preparation of reports that present and interpret data, identify alternatives, and make and justify recommendations.
- Maintains accurate and up-to-date offices files, records, and logs for assigned areas; develops, prepares, and monitors various logs, accounts, and files for current and accurate information including manual and computer logs of specialized or technical documents processed.
- Attends to a variety of office administrative details such as establishing and maintaining subject, project and tickler files, directing and implementing records management systems, arranging for the repair of equipment, ordering and maintaining an inventory of office supplies, transmitting information, and maintaining up-to-date reference materials.
- Maintains departmental personnel files; prepares and types personnel documents; proofs and enters timesheet information in the City's payroll system; distributes timesheets; maintains attendance and time off records; types evaluation forms as assigned.
- Serves on special committees and task forces.
- Maintains current knowledge of new trends and innovations in the field of law office management; attends and participates in professional group meetings; participates in professional development activities.
- Performs related duties as required.

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

***Desired  
Minimum  
Qualifications:***

Knowledge of:

- Operations, services, and activities of a law office administrative support program.
- Principles and practices of law office management.
- Legal office methods, procedures, terminology, and documents.
- Court rules and procedures.
- Standard legal references and their contents.
- Government liability claim requirements and procedures.
- Statutory deadlines for responding to and/or filing pleading documents.

- Principles of supervision, training, and performance evaluation.
- Basic principles and practices of municipal budget preparation and control.
- Office procedures, methods, and equipment including computers.
- Computer applications such as word processing, spreadsheets, and databases.
- Pertinent federal, state, and local laws, codes, and regulations.
- Functions of public agencies, including the role of an elected Council and appointed boards and commissions.
- Rules and procedures governing the notice and conduct of public meetings.
- Organization, operation, and services of the City and of outside agencies as necessary to assume assigned responsibilities.
- Principles and practices of fiscal, statistical, and administrative research and report preparation.
- Principles and practices of sound business communication.
- Principles of business letter writing and report preparation.
- Records management principles and procedures including record keeping and filing principles and practices.
- English usage, spelling, grammar, and punctuation.
- Customer service and public relations methods and techniques.

Ability to:

- Supervise, coordinate, and direct law office administrative and secretarial support functions for the City Attorney's Office.
- Select, train, supervise, organize, and review the work of assigned staff involved in providing law office administrative and secretarial support functions.
- Recommend and implement goals, objectives, policies, and procedures for providing law office administrative and secretarial support functions.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Understand, interpret, and apply general and specific administrative and departmental policies and procedures.
- Understand, interpret, explain and apply applicable federal, state, and local policies, laws, and regulations.
- Participate in the preparation and administration of assigned budget.
- Perform the full range of varied difficult, sensitive, highly responsible, and confidential law office administrative, secretarial, advanced clerical, technical, and programmatic support functions of a general or specialized nature in support of the City Attorney's Office with only occasional instruction or assistance.
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
- Learn and effectively utilize various software applications.
- Establish, organize, maintain, and research complex, specialized, and extensive legal office files, records, and calendars.
- Type or enter data at a speed necessary for successful job performance.
- Take and transcribe dictation, if required by the position, at a speed necessary for successful job performance.
- Participate in researching, compiling, analyzing, and interpreting data.
- Prepare clear, accurate and concise records and reports.

- Independently compose correspondence and prepare standard legal documents from brief instructions.
- Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
- Organize, set priorities and exercise sound independent judgment within areas of responsibility.
- Plan and organize work to meet deadlines, needs, expectations, and rapidly changing priorities of elected and appointed officials changing priorities and deadlines.
- Respond tactfully, clearly, concisely, and appropriately to inquiries from the public, press, or other agencies on sensitive issues in area of responsibility.
- Exercise good judgment and maintain confidentiality in maintaining critical and sensitive information, records, and reports.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Respond and perform assigned duties in the event of a City-declared emergency.

**Competencies:**

- Strategic Thinker
- Results Oriented
- Customer-Focused
- Interpersonally Effective
- Planner and Organizer
- Flexible/Adaptable
- Technically Knowledgeable

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

**Education:**

Equivalent to the completion of the twelfth grade supplemented by college level course work in business administration, office management, legal secretarial science, or a related field.

***Education and  
Experience  
Guidelines:***

**Experience:**

Six years of increasingly responsible office administrative and/or secretarial experience including three years of experience in a law office or legal department. Experience in a municipal government setting is highly desirable.

**Licenses; Certificates; Special Requirements:**

A valid class C California driver's license is required.

Possession of, or ability to obtain, Legal Assistant Certification is desirable.

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Physical and  
Environmental  
Conditions:**

**Physical:** Sufficient physical ability to work in an office setting; sit, stand, walk, reach, twist, turn, kneel, bend, squat, and/or stoop for prolonged periods of time; perform duties requiring grasping, repetitive hand movement, and fine coordination; lift, drag, and push/pull files, paper, and documents weighing up to 25 pounds; and operate office equipment.

**Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate office equipment. **Hearing:** Hear in the normal audio range with or without correction.

**Environment:** Standard office setting; frequent interaction with City staff, outside legal staff, litigants and claimants and the public.

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the final qualifications of incumbents within the position.*

*Pursuant to California Government Code Section 3100, all public employees are required to serve as disaster service workers subject to such disaster service activities as may be assigned to them by their supervisor or by law.*

Date Adopted: 7/5/03  
Date Revised: