

Legal Support Specialist (formerly Legal Secretary)

CLASS CODE

220601

General Duty Statement

Performs advanced administrative support work for legal staff including preparing and organizing legal documents, updating files and databases, and handling confidential correspondence. Manages schedules, assists clients and visitors, and maintains office supplies. Performs other related duties as required.

Supervision Received

Works under general supervision of a unit supervisor or an attorney.

Supervision Exercised

May provide orientation and guide the work of lower-level workers as assigned.

Typical Duties (Examples may not include all duties performed)

1. Serves as a liaison between the assigned division and CAO management on operations, policies, and scheduling.
2. Manages attorney calendars, schedules meetings and depositions, and takes minutes.
3. Reviews and directs inquiries and provides professional customer service.
4. Drafts, edits, and formats supporting documents, such as affidavits, briefs, discovery, memoranda, and legal correspondence.
5. Coordinates collection of records, preparation of trial exhibits, and prepares responsive pleadings as requested.
6. Prepares reports, summaries, opens/closes case files, and routes, tracks, and maintains electronic files.
7. Processes invoices, orders supplies and equipment, and manages payments of settlements or judgments.
8. Submits resolutions for City Council approval, monitors, and follows up to meet deadlines for submission.
9. Trains staff and troubleshoots issues relating to the CAO Practice Management System.
10. Researches and responds to data practices requests.
11. Formats and processes filings with various state and federal courts, including appellate and supreme courts.

Competencies (Not listed in order of importance)

Technical Expertise

- Demonstrates an advanced knowledge of current City Attorney Office practices, policies, procedures, and services, legal forms and terminology, and the service and filing requirements for state and federal district and appellate courts.
- Demonstrates an understanding and proficiency in job required software applications, the internet, and department specific tools, such as Federal electronic case filing system to electronically file motions, memoranda, briefs, supporting affidavits, proposed orders, and exhibits.
- Demonstrates an advanced knowledge of various legal records and ability to order criminal background checks, request driver's license, and motor vehicle records.
- Demonstrates an ability to identify risk and liability issues and refer to management.

Decision Making and Problem Solving

- Demonstrates an advanced understanding of the priorities and goals of the department to provide legal administrative support work to attorneys and paralegal staff and solve the full range of problems associated with legal administrative support work.
- Demonstrates an expert level of understanding of how to prioritize, plan, lead, and organize multiple legal projects simultaneously.
- Demonstrates an advanced ability to think systematically in preparing confidential and complex data in a useable and readable format. Identifies and uses appropriate materials, methods, and resources necessary to complete assignments.
- Demonstrates an ability to utilize the appropriate methods to ensure desired results and successful completion within the project's scope, budget, and time frame.

Communication

- Demonstrates an expert ability to accurately convey complex issues, facts, information, and/or ideas through written correspondence and speech.

- Demonstrates an advanced ability to use varied methods of communication and determine the most appropriate method of communication with clients, customers, and coworkers by assessing the current situation and utilizing independent judgment.
- Demonstrates an advanced ability to listen and follow moderately complex oral and written instructions consistently.
- Demonstrates cultural competency in communicating with people from different cultures and socioeconomic backgrounds. Exhibits effective interactions with people from all cultures and responds in a respectful manner.

Teamwork, Leadership, and Management

- Demonstrates an understanding of the mission and vision of the department and full knowledge of the roles, responsibilities, and expectations to effectively achieve the desired results.
- Demonstrates an advanced ability to establish and maintain effective working relationships with others. Interacts and communicates effectively, tactfully, and respectfully with others in all possible situations through clear speech, and/or concise writing.
- Demonstrates an ability to provide effective leadership within a work group. Monitors, reviews, assesses, and recommends system improvements regarding processes, methods, policies, and procedures. Trains and orients support staff on process improvement and implementation.

Customer Service

- Demonstrates an advanced ability to provide prompt, quality customer service to internal and external customers and exercise patience, respect, and professionalism in all routine and non-routine interactions.
- Demonstrates an advanced ability to commit to the continuous improvement of customer service and encourages coworkers to suggest improvements in customer service delivery.
- Demonstrates an understanding of and respect for the diversity of customers, coworkers, and supervisors, including individuals with a disability or whose first language may be one other than English.

Requirements

Must meet the following:

- Four years of experience as a legal secretary or performing equivalent work in a legal office or court setting, including litigation-related duties.
- NOTE: Completion of a legal secretarial or administrative assistant diploma or degree program from an accredited community college or business school may substitute for two years of the required experience OR a legal or office assistant certification may substitute for one year.

Supplemental Information

AFSCME Clerical - Employee Group 01, Grade 031.

Essential Functions are the functions that the individual holding the position must be able to perform unaided or with the assistance of a reasonable accommodation. The Essential Functions are Typical Duties 1-11.

This job description is part of a class series. The entire class series can be found on the [Legal Job Family Chart](#) where you can search the career progression within the job family.