DEPARTMENT OF JUSTICE
DIVISION OF OPERATIONS
LEGAL SUPPORT OPERATIONS
LEGAL SUPPORT SERVICES
OAKLAND LEGAL OFFICE
DUTY STATEMENT

NAME: Vacant
JOB TITLE: Staff Services Manager I
POSITION NUMBER: 420-032-4800-001

STATEMENT OF DUTIES: In the Division of Operations (OPS) - Legal Support Operations (LSO), under the supervision of the Staff Services Manager II (SSM II), the Staff Services Manager I (SSM I) plans, manages, and directs staff providing legal support services to executive, attorney, paralegal, and other professional and administrative staff. Interfaces with legal division management and senior attorney staff in a variety of practice areas to resolve sensitive, confidential, complex and high impact policies to ensure mission critical work is anticipated, planned, and delivered in support of the Attorney General's Office.

SUPERVISION RECEIVED: Directly reports to the SSM II, and under the general direction of the SSM III (NorCal Manager) of LSO.

SUPERVISION EXERCISED: Directly supervises Business Services Officers I, Legal Support Supervisors II, analysts, and indirectly supervises Legal Support Supervisors I and approximately 30 other legal secretary, and clerical support staff.

TYPICAL WORKING CONDITIONS: Employee may be required to perform tasks that require driving, bending/stooping, carrying/lifting up to 25 pounds, climbing, kneeling, reaching/twisting, manual dexterity (grasping/keyboarding), pushing/pulling, prolonged standing/sitting, frequent walking. Demanding, high-pressure position with frequent interruptions and multiple deadlines. Occasional travel and overtime.

ESSENTIAL FUNCTIONS:

50% Provides management and policy direction for the administration on a broad array of services which are essential to the operation of a large legal office. Oversight of all activities related to Legal Support Services including budget, personnel and human resource management, legal secretary assignments, job design, recruitment and retention, testing, selection, training and development, performance evaluation, labor relations, conflict management, discipline, and workers' compensation. Oversees the staff training functions of LSO. Reviews employee concerns, issues, complaints, grievances and makes recommendations for resolution. Reviews and approves all clerical performance evaluations and disciplinary actions and conducts corrective interviews as necessary. Works in cooperation with Labor Relations and job stewards to ensure cooperation between labor and management, and attends meetings with union representatives and job stewards to handle issues and to resolve issues; may attend administrative hearings and mediation. Works with the Equal Employment Rights & Resolution Office to effectuate compliance with policies and procedures. Works closely with the SSM II to assist with the preparation of budget-related documents by evaluating equipment/furniture needs,

project overtime and temporary help allotment needs; prepares justifications to obtain increased staffing levels; assists with the monitoring of budgetary expenditures, including travel, training and equipment.

Advises and consults with representatives of each of the legal divisions to resolve sensitive/confidential matters/concerns, discuss policies and procedures, operational changes, and to ensure mission critical work is delivered in support of the Attorney General's Office.

25% Involved in the selection and training of subordinate supervisors and the recruitment and training of line staff; sits on examination and hiring panels; recommends plans for recruitment and retention projects; participates as adviser and consultant to the Classification & Pay and Testing; Testing Recruitment and the Office of Professional Development (OPD). Oversees the Curriculum Development and Training for this unit.

10% Interacts with staff from the Law Library Section, eDiscovery and Litigation Services (eDLS), Case Management Section (CMS), OPD and other units that provide law practice support in order to develop and implement programs promoting the skill and knowledge of legal support staff. Keep current on trends in law office administration and technology to bring about higher service levels, efficiencies, and improved client communications.

10% Provides back up support to the SSMII which may include facilities management, business operations, office support services and specialized legal support services. Functions as second point of contact for all law office related matters with legal division managers, the OPS managers, the courts, opposing counsel, public and private law offices, law office vendors, Department of General Services Real Estate Services Division, emergency support personnel, including police, fire department, DOJ security and the California Highway Patrol.

MARGINAL FUNCTIONS:

5% Prepares monthly report and confidential HR report, prepares agenda items for Quarterly LSO all-staff meeting.

I have read and understand the essential functions and typical physical demands required of the job and I am able to perform the essential functions with or without Reasonable Accommodation. (Refer to the Essential Functions Health Questionnaire, STD 910.)

Employee's signature Date

Supervisor's signature Date

Updated 11/2021