

**DEPARTMENT OF JUSTICE
DIVISION OF OPERATIONS
LEGAL SUPPORT SERVICES (LSS)
LEGAL SUPPORT OPERATIONS (LSO)
LOS ANGELES LEGAL OFFICE
DUTY STATEMENT**

NAME:

JOB TITLE: Associate Governmental Program Analyst

POSITION NUMBER: 420-035-5393-xxx

WORKING TITLE: Senior Legal Specialist

STATEMENT OF DUTIES: Under the direction and supervision of a Staff Services Manager I (SSM I), the Associate Governmental Program Analyst (AGPA) performs a variety of complex tasks, either independently or in a team setting as a legal specialist. The AGPA supports and maintains Legal Support Operations (LSO) clerical and legal secretarial staff in conjunction with the office's case management and professional development sections. The incumbent will be highly analytical and focus on the day-to-day training in support of the LSO staff, as well as mentoring and problem-solving, time management, and team skills. The incumbent will develop and reinforce training, and create programs that will enable staff to gain a solid understanding of the material and performance expectations within LSO. The position will provide on-the-job mentoring, develop curriculum and train LSO clerical/secretarial staff in legal processes. The AGPA learns new systems of technology and interprets, analyzes, and presents information effectively, both orally and in writing. The incumbent will provide management with feedback regarding the development and progress of the training, and remain up-to-date with the clerical/secretarial training provided by the Office of Professional Development (OPD) and Case Management Section (CMS).

SUPERVISION RECEIVED: Under the general direction of the Staff Services Manager I.

SUPERVISION EXERCISED: None, but may serve as team lead over lower level staff for designated projects.

TYPICAL PHYSICAL DEMANDS & WORKING CONDITIONS: Analyst may be required to sit at a computer terminal while performing research, training and other duties up to eight hours per day; may be required to travel locally and with the state; and should have the ability to lift boxes weighing up to 25 pounds.

ESSENTIAL FUNCTIONS:

50% Conduct ongoing mentoring and one-on-one training as specialized, technical, and extended support to the general legal secretarial training provided by various training units (i.e., OPD, CMS). Provide advice and assistance to Legal Secretaries by troubleshooting technical and legal document issues, including document conversion and/or corruption issues, use of judicial council forms, and legal document assembly and formatting applications (Word, Legal MacPac, Best Authority).

Establish goals, objectives, and expectations for the training of Legal Secretaries. Develop and conduct the most complex training needs assessments utilizing both formal and informal methods (interviews, surveys, course evaluations, etc.). Recommend course and resource needs based on assessments; researches, develops, implement, and evaluate training courses and resources; create and maintain course curriculum and materials; provide ongoing consultation and feedback to division managers and supervisors regarding training and development needs for LSO staff. Attend other training classes to identify new ideas and modern approaches to learning; implement innovative learning solutions and explore opportunities to improve existing courses.

- 25%** Develop instructions, procedures, guides, and/or cheat sheets for ongoing reference support. Prepare and maintain Standard Operating Procedures for LSO training processes. Prepare a wide variety of curriculum to equip staff with working knowledge of court structure and frequently handled legal documents; day-to-day support, mentoring, and on-the-job training to novice Legal Secretaries, Senior Legal Typists, Business Services Assistants, Office Assistants, Office Technicians, and Seasonal Clerks.

Research, study and acquire the knowledge needed to develop curriculum and conduct training for specialized software programs (i.e., CaseMap, Visio, FileMakerPro), including transcription equipment, used by various LSO staff. Consult with legal support supervisors, deputies, and court personnel to secure, verify and interpret document format and court filing requirements, thereby incorporating into work processes and training programs. Disseminate information and educate legal support staff on new procedures.

- 15%** Serves as a Subject Matter Expert and may act as a lead in LSO training projects. Provide ongoing guidance and extended support with ProLaw application, Word, HotDocs, Best Authority, Excel, WestLaw Court Calendaring Rules, Outlook and CalATERS. Identifying areas of improvement with task managing, prioritizing, and staying task focused.

- 5%** Attend Legal Support Supervisors' and Office Manager meetings. Participate in regularly scheduled meetings to discuss clerical and legal secretarial issues relevant to training/mentoring and report on issues/projects.

MARGINAL FUNCTIONS:

- 5%** Provides back-up assistance in the absence of the other legal specialist trainers.

I have read and understand the essential function 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