

STATE OF CALIFORNIA
California Civil Rights Department
PROPOSED DUTY STATEMENT

Employee Name	Classification Name	Position Number
	Staff Services Manager I (Supervisor)	326-410-4800-001
Division/Unit	Date	Prior Pos # (if applicable)
Legal/Elk Grove	6/1/2022	326-410-1282-026

SUMMARY OF RESPONSIBILITIES

Under the general direction of the Staff Services Manager II (SSM II), the Staff Services Manager I (SSM I), Legal Unit will function as a supervisor of the Legal Division's legal secretaries, legal assistants, and other support staff for the legal operations statewide, including offices located in Alameda, Los Angeles, and Sacramento Counties any other California Civil Rights Department (CRD) locations deemed necessary. The incumbent will oversee the legal support staff's support of investigations and civil litigations associated with enforcement of the Fair Employment and Housing Act, Unruh Civil Rights Act, Disabled Persons Act, and Ralph Civil Rights Act, as well as other applicable laws and regulations. Duties of the SSM I include, but are not limited to, the following:

Description of Essential Functions:

- 30% Oversee and train a geographically diverse (Elk Grove, Oakland, and Los Angeles) Legal Division consisting of legal secretaries, legal analysts (paralegals), and other support staff through on-site visits, e-mail, memoranda, and telephone. Review the functioning of each office to ensure that statutes are enforced expeditiously and aid all legal offices in resolving complex legal matters. Ensure that legal staff is informed of policy and procedural decisions which affect operations. Track court deadlines, organize and monitor the work of the Legal support staff, provide workload assignments, review work, and ensure their success and compliance with applicable laws, rules, and regulations. Encourage and motivate staff, conduct staff meetings as appropriate, deliver high-quality services, and promote continuous improvement. Research and resolve issues related to Legal workload and objectives. Personally handle the Division's most complex, difficult, and sensitive litigation support tasks e.g. voluminous motion filings, trial preparation, appellate matters, etc.
- 25% Support attorneys and legal staff through analyses and research of statutory and case law, including, but not limited to, preparation of memoranda, motions, and discovery. At the request of attorneys, distribute workload/research/investigative assignments utilizing self and/or legal secretaries/paralegals/analysts in litigation and investigation issues. Maintain liaison with attorneys, legal staff, Chief Counsel, Assistant Chief Counsels, and executive staff to promote communication and cooperation of district offices and assure that the Department's mission to protect the public from discrimination is properly handled through the legal system. Accept third party subpoenas served for both records and personal appearances, review subpoenas and verify they are properly issued, assign subpoenas, verify timely processing and perform closures. Format and finalize Notice of Director's

complaints, enter in CCRS, format and finalize reports, notice of filing and service. Gather information and conduct legal research through Westlaw, Secretary of State or other database including finding witnesses, corporations, property owners, legislative history, case law. Open and assign cases in CCRS for the State Personnel Board and EEOC regarding internal personnel issues, coordinate responses to hearings, and close cases once they have been resolved.

- 20% Manage and oversee logistics operations regarding office supplies and software development. Maintain and track research and training material for the Legal Division. For support staff and Staff Counsel personnel, train on CRD procedures, Westlaw, formatting of pleadings, discovery, motions, California Style Manual, CCRS, TimeSolv, CaseMap, Drafting Assistant, calendaring, trial preparation and trial binders. Act as administrator for legal software solutions and accounts, including Relativity and/or other e-discovery programs, ProLaw, TimeSolv, Westlaw, Lexis/Nexis, Casemap, PACER, ECFM, Veritext or other approved court reporting service, ACE Process Server, Concur, CalHR-ECOS, Truefiling, among others. Submit IT Help tickets for IT items needed in Legal Division, including video conference meetings, Zoom meetings, software installations and upgrades. Submit Employee Action Requests for new Legal Division employees, including support staff, Law Clerks and others.
- 15% Act as liaison with other departmental divisions, including Administrative Services – Business Services, Fiscal Services, and Human Resources, Information Technology, Enforcement, Executive Programs, and Dispute Resolution. Assist the SSM II to compile, prepare and verify weekly, biweekly, monthly, annual, and as-needed reports, including Legal Open, 3-Star, Legal Monthly to Directors, legislative, Housing & Urban Development (HUD), and Equal Employment Opportunity Commission (EEOC), CCRS, and litigation fund. Under the general direction of the SSM II with the coordination of all Legal Division contracts for expert witnesses, including curricula vitae/resumes, payee data records, statements of work, and service contract requests forms, and work with Business Services and the Budget office to complete and properly code agreements. Review and approve all Legal Division invoices and spending plans, track divisional encumbrances and expenditures against allotments, log and route payments to accounting, monitor and approve travel arrangements, travel advances and travel expense claims. Along with the SSM II and a second SSM I, act as a Cal-Card holder for Legal Division, set up court calls, purchase legal documents for litigation, approve all legal purchases and requisitions, reconcile financial statements. Interact with Human Resources for hiring, transfers, and reclassifications, including duty statements, job postings, application reviews, interviews, reference checks, and hiring offers. Request items needed for new employees, including key cards, badges, telephone/voicemail, equipment, training, and supplies. Perform special projects for the Chief Counsel, Assistant Chief Counsels, and SSM II.

Marginal Functions:

- 5% Administrative duties for record keeping of statistical information for the Legal Division, review all cases closed in Legal Division for the prior year, box closed cases, label and prepare documents for State Records Center transfer and destruction, as needed, interface with departmental Records Management Coordinator. Act as change manager for the Legal Division, review all changes submitted by other divisions, attend meetings, submit Change Advisory Board proposals for Legal Division. Lead and/or participate on special projects and task force groups as assigned.
- 5% Other job-related duties as assigned.

Special Requirements/Desirable Qualifications

- A thorough understanding of civil litigation in California and judicial processes, including the rules regarding filing and service of civil complaints, motions, petitions, and other court papers;
- Ability to read and understand statutes, including related to legal privileges and confidentiality;
- Substantial experience with MS Word, Outlook, Excel, Adobe software programs, and other office methods, supplies, and equipment, including the ability to efficiently generate tables of contents and tables of authorities, and effectively train support staff in these methods;
- Substantial experience in preparing reports using Excel, summary sheets, and statistical data;
- Knowledge of business English and experience preparing correspondence;
- Ability to reason logically and analyze situations to decide appropriate responses;
- Understand and willingness to accept direction from multiple supervising personnel; follow oral and written instructions and established procedures; prioritize multiple tasks with impending deadlines; prepare written documents and reports accurately, clearly, and concisely.
- Good communication and mathematical skills;
- Demonstration of excellent customer service skills;
- Ability to establish and maintain effective working relationships;
- Ability to demonstrate honesty and integrity;
- Demonstrated ability to lead and motivate staff to produce high quality deliverables and provide high-quality customer service in a positive work environment;
- Strong organizational, and interpersonal skills;
- Strong communication skills, both verbal and written;
- Ability to work independently;
- Knowledge of business services, contracts, facilities management, records management, and business continuity;
- Demonstrated ability to take initiative in promoting and advancing continuous improvement and to maintain flexibility with changing priorities and direction;
- Ability to multitask and manage multiple projects with various deadlines.

Work Environment, Physical, or Mental Abilities:

The demands described here are representative of those that must be met by the incumbent to successfully perform the essential functions of the job with or without a reasonable accommodation.

- Requires ability to effectively handle stress, and work in a noisy and fast paced environment.
- Requires daily use of a personal computer and related software applications at a workstation.
- Requires ability to complete tasks that require repetitive hand movements in the performance of daily duties.
- Requires prolonged sitting and/or standing in a workstation for 6.5 to 7 hours per day.
- Requires dependability and excellent attendance record.
- Willingness to work irregular hours and to travel widely within an assigned area.

Working Conditions:

The above statements are intended to describe the general nature and level of work being performed by the incumbent. They are not intended to be an exhaustive list of all responsibilities, duties, skills or working conditions associated with this job.

Supervision Received:

The SSM I receive supervision and direction from the SSM II and may take direction from the Assistant Chief Counsel, Chief Counsel or other designee.

Supervision Exercised:

None.

Administrative Responsibility:

Adhere to the laws, rules, policies and procedures pertaining to Civil Rights and internal departmental policies including but not limited to the Department's Manuals, Political Reform Act, Statement of Incompatible Activities, Administrative Manual. This position may be required to work excess hours to accomplish the responsibilities of the unit.

Personal Contacts:

The SSM I has daily contact with departmental management and staff, control agency representatives, and the general public.

Actions and Consequences:

Failure to use good judgment in handling sensitive and confidential information could result in violation of individual privacy rights, prejudice to CRD cases, and discredit to the Department.

Certification of the Employee:

I have read and understand the duties as described above for the Staff Services Manager I. I meet the job requirements as described above and can perform the essential functions with or without a reasonable accommodation.

Supervisor's Signature

Date

Signature of Incumbent

Date