

**STATE OF CALIFORNIA
CIVIL RIGHTS DEPARTMENT
PROPOSED DUTY STATEMENT**

Employee Name	Classification Name Staff Services Manager I (Supervisor)	Position Number
Division/Unit Legal	Date	Prior Pos # (if applicable) 326-420-4800-001

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 manager of the Legal Division's legal secretaries, legal analysts, and other support staff statewide, including offices located in Alameda, Los Angeles, and Sacramento Counties and any other California Civil Rights Department (CRD) locations deemed necessary. The incumbent will oversee the legal support workload 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:

- 35% Supervise a team of legal typists, secretaries, and analysts (paralegals) via virtual meetings, e-mail, memoranda, telephone, and on-site visits. The incumbent and their support team provides civil litigation and administrative investigative support, both remotely and on-site. Training includes but is not limited to: CRD procedures, general civil litigation concepts and procedures, administrative investigation concepts and procedures, formatting of pleadings, civil discovery, motions, California Style Manual/Bluebook, tables of authorities and contents, case management systems, calendaring, legal research tools, e-filing and e-service tools, subpoenas, and trial preparation. Personally perform the highest-level paralegal tasks in complex situations and perform routine legal support tasks when needed. Ensure that staff are informed of policy and procedural decisions which affect operations. Calculate and track litigation and statutory deadlines. Encourage and motivate staff, conduct staff meetings as appropriate, deliver high-quality support to the attorneys, and promote continuous improvement. Research and resolve issues related to Legal workload and objectives.

- 20% 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. Conduct legal research via Westlaw, LexisNexis, Secretary of State or other databases to discover information on witnesses, corporations, property owners, legislative history, and case law. Perform and delegate witness interview assignments. Manage 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 administrative investigation documents such as Director's Complaints, Notices, Investigative Subpoenas, and administrative correspondence.

- 20% Manage and oversee office logistics/operations, including maintaining office supplies, inbound/outbound mail and deliveries, equipment, furniture, and workstations. Develop and update training material and written policies for the Legal Division. Act as liaison with court reporting services, process/attorney services, Concur, CalHR-ECOS. Submit IT Help tickets for IT items needed in Legal Division, including video conference meetings, Zoom meetings, software installations and upgrades. Submit BSO tickets for facilities, equipment, and procurement needs. Work with HR for personnel matters.
- 20% Act as liaison with other departmental divisions. Assist the SSM II in tracking cases, assignments, projects, budgets, expenses, contractors, and other information relevant to the unit's operations. Monitor and approve travel arrangements, travel advances and travel expense claims. Arrange remote court appearances and court calls, purchase legal documents for litigation, approve legal purchases and requisitions, reconcile financial statements. Assist in recruitment: 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, Deputy Chief Counsel, Assistant Chief Counsels, and SSM II.

Marginal Functions:

- 5% Perform 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. Complete other special projects or job-related duties as assigned.

Special Requirements/Desirable Qualifications

- Ability to learn new concepts, skills, and tools and subsequently train others;
- An understanding of state and federal civil legal rules and procedures, including rules of court, code of civil procedure, and government codes 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, Excel, Adobe software programs, and other office methods, supplies, and equipment, including the ability to make tables of content and tables of authorities, and effectively train support staff in these methods;
- Substantial experience in electronic filing and service of legal papers;
- 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 receives supervision and direction from the SSM II and may take direction from the Assistant Chief Counsels, Deputy Chief Counsel, Chief Counsel or other designee.

Supervision Exercised:

The SSM I exercises supervision over legal support staff, including Senior Legal Analysts, Legal Analysts, Legal Secretaries, and Senior Legal Typists.

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