

DUTY STATEMENT



CURRENT
 PROPOSED

CIVIL SERVICE CLASSIFICATION Legal Support Supervisor I		WORKING TITLE Legal Support Supervisor I		
PROGRAM NAME Division of Labor Standards Enforcement			UNIT NAME Legal	
ASSIGNED SPECIFIC LOCATION Los Angeles			POSITION NUMBER 400 – 504-1277-004	
BARGAINING UNIT S04	WORK WEEK GROUP 2	BILINGUAL POSITION No	CONFLICT OF INTEREST FILER No	BACKGROUND CHECK No

General Statement

Under the general direction of the Chief Counsel and the supervising Assistant Chief Counsel (ACC) of the Division of Labor Standards Enforcement (DLSE or Labor Commissioner’s Office), as a member of a legal support secretarial team, the Legal Support Supervisor I performs a wide variety of supervisory and administrative duties necessary to maintain the support functions of a large legal office. The Legal Support Supervisor I, in coordination with the ACC and the other Legal Support Supervisor I, plans, directs, coordinates, and review the work of the legal secretarial and clerical support staff, including but not limited to Legal Secretaries, Senior Legal Typists, Office Technicians, and Seasonal Clerks, providing legal support services to a large professional staff of attorneys. The incumbent may perform responsible legal secretarial work in addition to supervision of a legal support team.

The Legal Support Supervisor I is required to take substantial initiative, exercise a considerable amount of discretion, behave in an honest, fair and ethical manner, display superior work habits (e.g., organizational skills, accountability, timely completion of assignments), work independently, and produce the highest quantity and quality of secretarial work. The Legal Support Supervisor I will be required to develop and maintain knowledge and skill related to specific tasks, methodologies, materials, and equipment, and adhere to departmental policies and procedures.

Candidates must be able to perform the following essential functions with or without reasonable accommodations.

Percentage of Time Spent	Duties Essential Job Functions
35%	Supervises, plans, organizes, and coordinates the activities of a regional team of legal secretaries and other support staff, including senior legal typists, office technicians, and seasonal clerks, providing a variety of secretarial and administrative services to a professional staff of attorneys. Effectively manages performance of legal support team, by providing clear direction and guidance to staff members prior to the start of assignments, communicating and ensuring understanding of objectives, quality expectations, and time constraints. Independently manages assignments and projects and monitors workload and performance to ensure timely completion and quality product, including through allocating the appropriate resources and obtaining necessary approvals, to ensure work comports with expectations and deadlines. Regularly conducts one-on-one check-in’s and holds team meetings. Monitors and ensures adequate coverage for

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	<p>legal matters and appearances when assigned staff are absent. Establishes and regularly reviews work procedures and promptly troubleshoots legal secretarial and other support staff work issues as they arise.</p>
25%	<p>Independently prepares the more complex legal letters, forms and documents for processing, performing complex secretarial duties and administrative functions for one or more attorneys. Assists and, if necessary, backs up secretarial team members or other support staff in the performance of duties. Duties may include, but are not limited to: using Microsoft Word or comparable software programs to assist attorneys in the finalizing, filing, and serving legal documents with the Office of Administrative Hearings, the DIR Office of the Director, superior courts, courts of appeal, federal and bankruptcy courts; assisting attorneys with finalizing and mailing of more complex correspondence and other documents; researching court rules as necessary; and monitoring and updating templates for pleadings and legal correspondence.</p>
20%	<p>Establishes and communicates performance standards and expectations within the legal support staff. Directs and coordinates activities to recruit, review applications, interview, and recommend the hiring of new legal support staff, in collaboration with other Legal Unit hiring managers and the Labor Commissioner's Headquarters Unit. Helps onboard, provides orientation, and trains new legal support staff, including assisting with administrative onboarding and transitioning of newly hired attorneys or departing attorneys, respectively. Coaches and mentors legal support staff to strengthen skills and address areas needing growth through providing continual training and feedback, including the preparation of probationary reports and annual performance appraisals for legal support team members, and initiates, prepares, reviews, recommends appropriate personnel actions, participates in corrective interviews, and carries out disciplinary actions, as needed. Maintains attendance records, approves absences, leave usage requests and makes recommendations for overtime of legal support team. Develops and implements a skills strengthening program for team members, including an evaluation of the effectiveness of the training program, and meets with professional staff to discuss the support staff's efforts to provide quality service. Works collaboratively with Labor Commissioner's Headquarters Unit and Department of Industrial Relations' Human Resources Division to meet hiring and personnel-related needs. May also act as one of the Attendance Reporting Officers (ARO) of the Legal Unit.</p>
10%	<p>Acts as a liaison between the Legal Unit and other units within the Division, including contracted vendors. Reviews, monitors, tracks and assists with processing all legal referrals assigned to Legal Unit, as well as lawsuits filed by and against the Labor Commissioner's Office, by monitoring the general Legal Unit email inbox and other case management databases and distributing correspondence and information received accordingly. Monitors and updates Legal Unit calendars daily, including adding and updating deadlines, appearances, hearings and/or trials for newly assigned cases to attorneys, ensuring timely calendaring to prevent conflicts with other future assignments. Assists with maintaining the Chief Counsel and Assistant Chief Counsels' calendars including coordinating with calendars of those outside of the Legal Unit.</p> <p>Prepares statistical reports relating to the work of the Legal Unit for the Chief Counsel's and Assistant Chief Counsels' review. Gathers information for interoffice</p>

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	reports and administrative memorandum and disseminates as appropriate. Communicates with the public in-person, by phone and email in order to schedule meetings, improve office procedures, and provide technical support. Attends and schedules meetings, participates in various Legal Unit and/or LCO management meetings and completes all mandatory trainings, which may include travelling.
5%	Ensures adequate office supplies, materials and equipment for the Legal Unit. Reviews and assists with the ordering and distribution of supplies for the Legal Unit offices. Assists with logging, tracking and troubleshooting IT issues with DIR IT and equipment issues with LCO Headquarters. Monitors the purchase of office inventory and assists with arranging the repair of office equipment. Reports facility related issues and acts as liaison to the building manager. Operates various types of office machinery including copy machines, scanners, fax machines, video conference systems and polycom conference phones. Supports attorneys with any technical printer, copier, scanner or computer issues to the extent possible. Reports office furniture surplus and recycles electronic equipment as directed by LCO Headquarters. Provides necessary assistance to the Legal Unit management as directed. May make travel arrangements and prepare travel expense claims for the Chief Counsel and Assistant Chief Counsels as needed.
Percentage of Time Spent	Marginal Job Functions
5%	Performs other related duties as required.

Conduct, Attendance, and Performance Expectations

The Legal Support Supervisor I must maintain consistent and regular attendance. This position requires the highest degree of professionalism, collaboration, innovation, organization and productivity. Work duties are expected to be performed productively, efficiently, and in a trauma-informed approach. Conduct shall be respectful and reflective of a professional team environment, and in accordance with the Labor Commissioner's Office mission and vision. Communication shall be clear, concise and timely with leadership, teammates, and the public. Communication shall be in a manner that encourages open dialogue to achieve mutual understanding, problem solve, build trust, and accomplish mission-driven work. Team building within the specific program and throughout the organization is a critical role of leadership. Managing the workflow and addressing challenges as timely as possible is important to supporting morale and efficient systems. Trust is crucial to building a working relationship and team environment throughout the organization. Team members are expected to continually monitor their work, provide timely responses to the public in accordance with relevant policies and procedures, and practice decorum in such communication. Work challenges and the inability to meet deadlines are to be communicated immediately to leadership.

Supervision Received

Under the general direction of the Chief Counsel and supervising Assistant Chief Counsel.

Supervision Exercised

Provide direction and supervision to a team of between 5 and 15 legal secretaries and other support staff, including Senior Legal Typists, Office Technicians, Office Assistants, and Seasonal Clerks in the Legal Unit at the Labor Commissioner's Office.

Work Environment, Special Requirements/Other Information, Physical Abilities, Additional



Requirements/Expectations, and Personal Contacts

Work Environment

The Legal Support Supervisor I works in an air-conditioned office building with natural and artificial lighting. In addition, the incumbent works in a typical office setting with an interior workstation in a smoke-free environment. While performing assigned duties, the Legal Support Supervisor I may be required to walk for extended periods of time to assist team members and professional staff. The incumbent may also be required to sit for extended periods of time to operate a computer terminal and stand to photocopy and assemble documents. The incumbent must be able to operate and use modern office methods, supplies and equipment, which include personal computers and software programs, including law-related programs, printers, telecommunication equipment, calculators, scanning, photocopy and fax machines. The incumbent should also be able and willing to telework.

Special Requirements/Other Information

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Physical Abilities

The Legal Support Supervisor I will normally average forty hours of work per week including paid leave; however, depending on workload, special assignments, or projects, incumbent may occasionally be required to work beyond the forty hours per week and is expected to work all hours necessary to accomplish their assignments and fulfill their responsibilities. The Legal Support Supervisor I travels throughout the state as required with some overnight stays of varying length and frequency. Currently, the Legal Support Supervisor I both teleworks and works in the office as permitted by departmental policy.

The Legal Support Supervisor I will be expected to demonstrate a commitment to the vision and the mission of the Labor Commissioner's Office. This position is expected to demonstrate excellent communication skills, problem-solving skills, an empathetic approach to stakeholders, and a strategic vision for the work of the Legal Unit.

The incumbent must have sound judgment; reliability; tact; firmness; patience; neat personal appearance; and a willingness to travel and be able to work irregular hours. The incumbent must possess good decision-making skills, strong leadership ability, initiative, resourcefulness to complete tasks, and a demonstrated interest in assuming increasing responsibility. The incumbent must be able to remain in a stationary position and to work at a computer for extended periods of time and to move and transport office items up to 25 lbs. in a safe manner.

Additional Requirements/Expectations

The Legal Support Supervisor I must maintain a high level of integrity, professionalism, confidentiality, resourcefulness, dependability, thoroughness and accuracy; and must exercise initiative and discretion. The Legal Support Supervisor I is expected to work independently and cooperatively with all levels within the Labor Commissioner's Office and across state government as well as with members of the public; and adhere to Labor Commissioner's Office's directives, policies and procedures. The incumbent is expected to be collaborative in their execution of duties within their program and across the LCO and when dealing with external stakeholders and demonstrate the ability to establish and maintain cooperative working relationships with staff at all levels within and outside of the LCO. The incumbent must promote well-being within their program and across the LCO. The incumbent will adopt a trauma-informed approach in their execution of duties. The incumbent must have the ability to communicate effectively orally and in writing, adapt to changes in priority of

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assignments, read, understand and follow oral and written instructions, and have good computer skills with proficiency in Microsoft Office software.

Personal Contacts

This position requires exceptional skill in engaging with the public. The Legal Support Supervisor I has contact with attorneys and support staff in the Legal Unit of the Labor Commissioner's Office, employees and supervisors and managers in other units of Labor Commissioner's Office, staff and management in the DIR Director's Office, other divisions within DIR and at the Labor and Workforce Development Agency, opposing counsel, unrepresented parties in their cases, judges and staff at administrative agencies, judges and staff in civil courts, court reporters, and members of the public. The Legal Support Supervisor I is expected to be professional, courteous, and work cooperatively with all levels of LCO management, staff, and the public.

Employee Acknowledgment

I have read and understand the duties listed above and certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform these assigned duties as described above with or without reasonable accommodation. If you believe a reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Medical Management Unit in the Human Resources Office.

Employee Name

Employee Signature

Employee Sign Date

Supervisor Acknowledgment

I certify this duty statement represents a current and accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee with a copy of this duty statement.

Supervisor Name

Supervisor Signature

Supervisor Sign Date

HUMAN RESOURCES OFFICE APPROVAL

RP

C&S Analyst Initials

02/04/2025

Approval Date