

Analyst II

2/2026

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**DEPARTMENT OF JUSTICE
DIVISION OF ADMINISTRATIVE SERVICES
LEGAL SUPPORT SERVICES
LEGAL SUPPORT OPERATIONS
DUTY STATEMENT**

NAME:

JOB TITLE: Analyst II

WORKING TITLE: POD Coordinator

POSITION NUMBER: 420-031-5393-xxx

STATEMENT OF DUTIES: Under the direction of a Supervisor I, the Analyst II serves as a POD Coordinator who performs a variety of complex analytical tasks, either independently or in a team setting. The POD Coordinator serves as a POD lead and is specialized in specific section(s)/area(s) of law and is the primary contact to assigned section specific Deputy Attorneys General (DAGs) and Deputy Attorney General Supervisors (SDAGs). The POD Coordinator delegates work to the POD team consisting of Legal Specialists, Legal Secretaries, Senior Legal Typists, Office Technician Typists, and Seasonal Clerks. The POD Coordinator also works collaboratively with other section-specific PODs in other cities and assists with court filings and other tasks as required by the section DAGs.

The POD Coordinator is highly analytical and focuses on the day-to-day training in support of the POD staff, as well as mentoring and problem-solving, time management, case management, and team skills. The POD Coordinator develops and reinforces training and creates programs that will enable staff to gain a solid understanding of the material and performance expectations within Legal Support Operations (LSO). Provides on-the-job mentoring, develops training curriculum, and trains POD members on legal processes. Provides management with feedback regarding the development and progress of the training and remains 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 direction of the Supervisor I.

SUPERVISION EXERCISED: None.

TYPICAL PHYSICAL DEMANDS & WORKING CONDITIONS: May be required to sit at a computer terminal while performing research, training and other duties up to eight hours per day and should have the ability to lift boxes weighing up to 25 pounds. In a remote work environment, home office or similar environment. At the office, an enclosed or open-spaced cubicle in a smoke-free environment located within a high-rise building.

HYBRID TELEWORK POSITIONS: This position offers a hybrid schedule, i.e., combined remote and in-office work schedules. While teleworking, the employee must maintain safe working conditions at the approved alternate location and abide by the Department's Ergonomic Program Guidelines. May be required to report to the HQ office periodically for operational needs.

ESSENTIAL FUNCTIONS:

35% As POD lead, performs extensive outreach, conducts surveys, solicits feedback, and holds discovery meetings with LSO and Legal Division staff to gain better understanding of processes and legal division needs, and provides recommendations or guidance in these matters. Performs project management and coordination services on the most complex, sensitive, and highly visible projects by reviewing the project plan, organizing, and facilitating cross-functional project team meetings, developing forms and records to document projects activities, reviewing and analyzing complex statistical workload data, and monitoring and communicating project-related issues, scope changes, variances and contingencies, in order to complete project deliverables on-time. Coordinates the efforts and oversees time-sensitive audits on court filings and related documentation. Analyzes, searches, obtains, and ensures upkeep of court filing charts on the department's intranet for California trial, administrative and appellate courts, United States (U.S.) District Courts, U.S. Courts of Appeal and the U.S. Supreme Court. Independently researches and provides recommendations on any inconsistent documentation to avoid any future delays in court processes or errors in court filings. Researches and identifies appropriate use of electronic portals (i.e., Case Management/Electronic Case Filing (CM/ECF), Odyssey eFile, File & ServeXpress, TrueFiling, Office of Administrative Hearings (OAH), and vendored portals) to manage electronic filing and electronic process serving needs.

Provides regular feedback to management on audit results (such as ACE Attorney Services and Vertitext invoices findings). Reviews and researches current filing processes; works with process owners to identify areas of improvement to enhance and/or better legal needs; identifies and develops program policy and procedure resources/documents including work flows/process maps, standard operating procedures and desk manuals; and provides alternate recommendations/solutions for improved efficiency as needed. Coordinates post-process improvement performance analysis with POD staff and schedules meetings with LSO management to provide feedback and recommendations on next steps which includes working with the various divisions/programs requiring communication with varying levels of management to ensure all data is gathered.

25% Conducts 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 and Continuing Legal Education), and works in tandem with those sections and the legal staff to develop and maintain section specific training manuals and material, and act as liaison to those units from training needs to joint handling of large and complex court filings, including court required exhibits, file compression, large scale printing, external media usage, bates stamping and redaction, all of which to ensure legal filings comply with court and statutory requirements to prevent sanctions, negative public attention or embarrassment on the Department of Justice or Attorney General, and/or loss of civil rights, public safety, California resources including financial or environmental, and consumer protection.

Provides advice and assistance to POD team members 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); establishes goals, objectives, and expectations for the training of POD team members; develops and conducts the most complex training needs assessments utilizing both formal and informal methods (interviews, surveys, course

evaluations, etc.); recommends course and resource needs based on assessments; researches, develops, implements, and evaluates training courses and resources; creates and maintains course curriculum and materials; provides ongoing consultation and feedback to LSO managers and supervisors regarding training and development needs for POD staff. Research modern approaches to learning; implements innovative learning solutions; and explores opportunities to improve existing courses. Reviews current training on civil and criminal litigation procedures and fundamentals to gain better understanding of legal workings to provide training and mentoring to POD members on best practices. Trains staff on working knowledge of court structure; frequently handled legal documents; and day-to-day support. Provides mentoring and on-the-job training to POD members.

- 20%** Develops instructions, procedures, guides, and/or cheat sheets for ongoing reference support. Prepares and maintains Standard Operating Procedures for POD training processes. Prepares 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, Office Technicians, and Seasonal Clerks.

Research, studies, and acquires 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. Consults with legal support supervisors, attorneys, and court personnel to secure, verify, and interpret document format and court filing requirements, thereby incorporating into work processes and training programs. Disseminates subject matter information and educates POD members on new procedures.

- 15%** Identifies and recommends the use of judicial council forms and legal document assembly applications in the most complex cases; marks and generates table of authorities; prepares and processes legal documents for filing in all California courts and levels as well as federal courts in complex legal filings; identifies appropriate declaration of service; verifies case citations and quoted text; and electronically files legal documents.

MARGINAL FUNCTIONS:

- 5%** Attends Legal Support Supervisors' and Office Manager meetings and participates in regularly scheduled meetings to discuss clerical and legal secretarial issues relevant to training/mentoring and report on issues/projects. Assists with onboarding and exiting of legal staff as needed. Participates in or chairs LSO hiring panels for lower-level classifications and assists with developing and providing recommendations for program recruitment and retention efforts. Provides back-up assistance in the absence of other POD members.

I have read and understand the essential functions and typical physical demands required of this job (please check one of the boxes below regarding a Reasonable Accommodation):

- I am able to complete the essential functions and typical physical demands of the job without a need for a reasonable accommodation.
- I am able to complete the essential functions and typical physical demands of the job, but will require a reasonable accommodation. I will discuss my reasonable accommodation request with my supervisor.
- I am unable to perform one or more of the essential functions and typical physical demands of the job, even with a reasonable accommodation.
- I am not sure that I will be able to perform one or more of the essential functions and typical physical demands of the job, and will discuss the functional limitations I have with my supervisor.

Employee's Signature

Date

Supervisor's Signature

Date

**DEPARTMENT OF JUSTICE
DIVISION OF ADMINISTRATIVE SERVICES
LEGAL SUPPORT SERVICES
LEGAL SUPPORT OPERATIONS
DUTY STATEMENT**

NAME:

JOB TITLE: Analyst I

POSITION NUMBER: 420-031-5157-xxx

WORKING TITLE: Legal Specialist

STATEMENT OF DUTIES: Under the supervision of a Supervisor I, the Analyst I serves as a Legal Specialist who performs a variety of analytical work either independently or in a team setting. The Legal Specialist is specialized in specific section(s)/area(s) of law and is the primary contact to assigned section specific Deputy Attorneys General (DAGs) and Deputy Attorney General Supervisors (SDAGs). The Legal Specialist may recommend delegation work to the pod team consisting of Legal Secretaries, Senior Legal Typists, Office Technician Typists, and Seasonal Clerks. They work collaboratively with other section-specific pods in other cities and assist with court filings and other tasks as required by the section DAGs. The Legal Specialist supports Legal Support Operations' (LSO) clerical and legal secretarial staff in conjunction with the office's case management and professional development sections. The Legal Specialist focuses on legal document problem solving in partnership with legal programs, and conducts effective information searches, recognizes reliable legal sources and differentiates pertinent facts required for complex legal filings. The Legal Specialist provides management with analysis in the development and monitoring of needed training for the pod, and remains up-to-date with the clerical/secretarial training provided by the Office of Professional Development (OPD) and Case Management Section (CMS).

The Legal Specialist performs analytical duties and uses proficient knowledge of the ProLaw application, Word, HotDocs, Best Authority, Adobe, Excel, WestLaw Court Calendaring Rules, Outlook and the California Automated Travel Expense Reimbursement System (CalATERS). They will perform analytical duties related to document redactions, file suppression, use of media for discovery, and other technology uses in supporting the law practice.

SUPERVISION RECEIVED: Under the supervision of the Supervisor I.

SUPERVISION EXERCISED: None.

TYPICAL PHYSICAL DEMANDS & WORKING CONDITIONS: May be required to sit at a computer terminal while performing research, training and other duties up to eight hours per day and should have the ability to lift boxes weighing up to 25 pounds. In a remote work environment, home office or similar environment. At the office, an enclosed or open-spaced cubicle in a smoke-free environment located within a high-rise building.

HYBRID TELEWORK POSITIONS: This position offers a hybrid schedule, i.e., combined remote and in-office work schedules. While teleworking, the employee must maintain safe working conditions at the approved alternate location and abide by the Department's Ergonomic Program Guidelines. May be required to report to the HQ office periodically for operational needs.

ESSENTIAL FUNCTIONS:

35% Provides extended support as directed by the Senior Legal Specialist with ongoing mentoring and one-on-one training, as well as specialized and technical training. Consults with and provides advice to managers on training problems or issues, and provides solutions to assist with development of staff. Assists with fostering established goals, objectives, and expectations for the training of pod members. Monitors and provides input with complex training needs assessments utilizing both formal and informal methods (interviews, surveys, course evaluations, etc.) Identifies opportunities to develop, increase and maintain team and stakeholder engagement to provide excellent customer service. Recommends course and resource needs based on assessments; researches, develops, implements, and evaluates training courses and resources; creates and maintains course curriculum and materials; provides ongoing consultation and feedback to division managers and supervisors regarding training and development needs for pod staff. Researches modern approaches to learning; implements innovative learning solutions; and explores opportunities to improve existing course.

Researches current civil and criminal litigation procedures and fundamentals to gain better understanding on legal procedures and filing practices in order to provide training and mentoring to pod members. Trains pod staff on working knowledge of court structure; frequently handled legal documents; and day-to-day support. Provides mentoring and on-the-job training to pod members. Provides best practices training on applications of specialized software programs (i.e., CaseMap, Visio, Adobe, FileMakerPro, ProLaw, Westlaw Court Calendaring Rules, and CalATERS). Identifies areas of improvement with task managing, prioritizing, and staying task focused.

30% Assists with time-sensitive audits on court filings and related documentation. Researches and provides recommendation on any inconsistent documentation or errors to avoid any future delays in court processes or errors in court filings. Researches and identifies appropriate use of electronic portals (i.e., Case Management/Electronic Case Filing (CM/ECF), Odyssey eFile, , File & ServeXpress, TrueFiling, Office of Administrative Hearings (OAH), and vendored portals) to manage electronic filing and electronic process serving needs. Provides regular feedback to management on audit results and findings. Reviews, researches, and provides analysis of current filing processes to determine appropriate legal filing requirements to comply with California Rules of Court, Federal Rules, Local Rules and Judges' Standing Orders in 58 different county court systems, federal district courts, and state and federal appellate court systems; uses electronic filing platforms for electronic case filings, requiring analysis of the appropriate platforms and court filing systems to use when filing electronically with all levels of court in both civil and criminal matters; Works with process owners to identify areas of improvement to enhance and/or better legal needs; identifies and develops program

policy and procedure resources/documents including work flows/process maps, standard operating procedures and desk manuals; and provides alternate recommendations/solutions for improved efficiency as needed. Conducts post-process improvement performance analysis to ensure these processes are meeting all regulations and judicial requirements, and provides recommendation for improvement. Collaborates with legal division staff on the development and maintenance of workflow/processes. Logs legal feedback and works with Senior Legal Specialist on reviewing and providing recommendations to address concerns or issues, which includes working with the various divisions/programs requiring communication with varying level of management to ensure all data is gathered.

The Legal Specialist performs bates numbering, bookmarking and hyperlinking electronically, and analyzes where and when needed to perform bates numbering with using Acrobat DC navigational tool in PDF documents. Performs electronic document conversions.

- 10%** Identifies the use of judicial council forms and legal document assembly applications; generates table of contents; marks and generates table of authorities; prepares and processes documents for filing in California and federal courts; prepares declarations of service; verifies case citations and quoted text; and electronically files legal documents. Prepares a wide variety of legal documents in the pod for their work supporting the law practice of the Attorney General's office.
- 10%** Arranges travel for DAGs, trial witnesses and expert witnesses, and researches per diem costs in accordance with allowance in varying cities and states. Serves as liaison between Legal Support Operations (LSO), Accounting, Technical Assistance Center (TAC), Office of Professional Development (OPD), Case Management Section (CMS) and Continuing Legal Education (CLE). Consults with supervisors, legal staff, and court personnel to secure, verify, and interpret document format and court filing requirements and incorporates into work processes and training needs. Disseminates subject matter information and educates legal support staff on new procedures. May manage invoices tied to contracts for messenger and court reporting services.
- 10%** Establishes positive and collaborative working relationships to successfully complete tasks and projects in alignment with the program, division, and Department of Justice (DOJ) mission, vision, values, and goals. Attends Legal Support Supervisors' and Office Manager meetings. Conducts regularly scheduled meetings to discuss pod issues relevant to training, and report on issues/projects. As needed represents DOJ/LSO at events and job fairs for recruitment purpose.

MARGINAL FUNCTIONS:

- 5%** Provides back-up assistance in the absence of the other Legal Specialists.
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- I am unable to perform one or more of the essential functions and typical physical demands of the job, even with a reasonable accommodation.
- I am not sure that I will be able to perform one or more of the essential functions and typical physical demands of the job, and will discuss the functional limitations I have with my supervisor.

Employee's Signature

Date

Supervisor's Signature

Date