



# DUTY STATEMENT

## SHADED AREA FOR HUMAN RESOURCES ONLY

**INSTRUCTIONS:** Refer to the Essential Functions Duty Statement Preparation and Construction Manual for Instructions

**RPA:**

**EFFECTIVE DATE:**

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| <b>1. AGENCY</b><br>Public Employment Relations Board                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <b>POSITION NUMBER (Agency - Unit - Class - Serial)</b><br>315-007-5157-xxx                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>2. UNIT NAME AND CITY LOCATED</b><br>Legal Support Unit                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <b>3. CLASS TITLE</b><br>Analyst I                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>4. WORKING HOURS/SCHEDULE TO BE WORKED</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <b>5. SPECIFIC LOCATION ASSIGNED TO</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>6. PROPOSED INCUMBENT</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <b>7. CURRENT POSITION NUMBER (Agency - Unit - Class - Serial)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| YOU ARE A VALUED MEMBER OF THE BOARD'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>8. BRIEFLY (1 - 3 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS</b><br>Under direction of the Legal Support Manager, the Legal Support Analyst assists with a variety of legal analytical and administrative operations that support PERB's administration of collective bargaining statutes. The incumbent leverages excellent customer service skills, gains experience with PERB operations, and contributes to case support activities by performing entry-level analytical and administrative work under established procedures and direction. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>9. Percentage of time performing duties</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>10. Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. (Use additional sheet if necessary)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>65%</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <b>ESSENTIAL FUNCTIONS</b><br><br><b>Legal Support Case Processing</b> <ul style="list-style-type: none"> <li>Assist with the administrative processing of cases filed with PERB. Under supervision, maintain accurate case information in the electronic case management system (ePERB) by performing preliminary case initiation tasks; reviewing filings for completeness and compliance with established procedures; entering case events; and preparing and proofing routine legal communications and other case-related documents.</li> <li>Provide courteous and timely customer service by responding to or appropriately redirecting external inquiries from constituents. Assist in gathering, compiling, and transmitting materials for California Public Records Act requests in accordance with established guidelines.</li> <li>Support civil litigation matters by performing basic analytical tasks such as assembling and formatting templates, editing and proofing of briefs, complaints, motions, and other court documents, organizing electronic case files, and calendaring deadlines. Ensure work products follow established procedures and applicable court rules.</li> <li>Conduct research to identify applicable court rules and follow detailed instructions to assist in organizing, preparing, and filing legal documents, including exhibits and briefs, in state and federal courts. Ensure documents meet required formats and procedural standards.</li> </ul> |

| 9. Percentage of time performing duties | 10. Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use additional sheet if necessary)</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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|                                         | <p><b>ESSENTIAL FUNCTIONS, CONT.</b></p> <p><b>Process and Systems Improvement and Reporting</b></p> <ul style="list-style-type: none"> <li>• Assist in developing, updating, and maintaining standard operating procedures and related materials. Under guidance, help support consistent internal and external customer service by learning and sharing best practices with team members.</li> <li>• Support the review and evaluation of team processes by identifying issues, tracking observations, and assisting in developing recommendations to improve workflow efficiency. Participate in implementing solutions under supervision.</li> <li>• Compile monthly and ad hoc reports by gathering data, performing entry-level analysis of relevant metrics, and identifying straightforward trends. Provide preliminary observations and recommendations to supervisors as appropriate.</li> <li>• Collaborate with the contractor for the case management database by helping document system issues, assisting with testing system enhancements, and supporting workflow improvements. Participate in project activities and tasks as assigned, under direction.</li> </ul> <p><b>Facilities Management</b></p> <ul style="list-style-type: none"> <li>• Assist as an onsite point of contact for routine administrative and facility-related needs. Under direction, help prepare rooms for in-person and virtual meetings, support equipment and furniture inventory activities, open and distribute mail, assist with office setups and moves, and help provide access to contractors performing repairs or upgrades, including coordinating after-hours or weekend access as instructed.</li> <li>• Support Fire Marshal inspections and help carry out basic corrective actions related to safety requirements under supervision. Assist with building emergency procedures by helping coordinate volunteers, distributing information, and participating in training and drills.</li> <li>• Maintain required employee postings and assist in identifying, ordering, and distributing office supplies and equipment needed for daily operations. Work with Accounting to support routine procurement activities in accordance with established procedures.</li> </ul> |



# DUTY STATEMENT

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|                                                                                                                                                                                                                                                                                                                                                                                                             | <p><b>KNOWLEDGE, SKILLS AND ABILITIES</b></p> <p>Knowledge of: Principles, practices, and trends of public and business administration, management, supportive staff services, and governmental functions and organization. Ability to: Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; and gain and maintain the confidence and cooperation of those contacted during the course of work.</p> <p><b>DESIRABLE QUALIFICATIONS</b></p> <ul style="list-style-type: none"> <li>• Exceptional customer service skills with a constituent-centric approach which relies on strong active listening skills, tact, and diplomacy.</li> <li>• Share information and provide assistance using good judgment and discretion.</li> <li>• Proactive, flexible, and eager team player with ability to work independently with tasks of varying levels of difficulty.</li> <li>• Enthusiasm for accuracy and attention to detail while maintaining an eye for process improvement opportunities.</li> <li>• Ability to organize, prioritize, and structure work for effective performance and desire to accept increasing responsibility.</li> <li>• Experience with working in and improving case management systems.</li> <li>• Understanding of basic legal concepts, terminology, principles, and procedures, including the use of legal reference materials and reading the regulations and statutes.</li> <li>• Knowledge of proper format pursuant to rules of court and California Style Manual.</li> </ul> |      |
| 9. Percentage of time performing duties                                                                                                                                                                                                                                                                                                                                                                     | 10. Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use additional sheet if necessary)</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |      |
| 11. SUPERVISOR'S STATEMENT: <b>I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE</b>                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |      |
| SUPERVISOR'S NAME (Print)                                                                                                                                                                                                                                                                                                                                                                                   | SUPERVISOR'S SIGNATURE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | DATE |
| 12. EMPLOYEE'S STATEMENT: <b>I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT</b>                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |      |
| The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise to balance the workload. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |      |
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| 1. <b>AGENCY</b><br>Public Employment Relations Board                                                                                                                                                                                                                                                                                                                                                                                                                                                              | POSITION NUMBER (Agency - Unit - Class - Serial)<br>315-007-5393-xxx                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |
| 2. <b>UNIT NAME AND CITY LOCATED</b><br>Legal Support Unit                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 3. <b>CLASS TITLE</b><br>Analyst II                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |
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| <p>8. <b>BRIEFLY (1 - 3 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS</b><br/> Under direction of the Legal Support Manager, the Senior Legal Support Analyst leads varied legal analytical and administrative operations to assist with PERB's administration of collective bargaining statutes. The incumbent leverages excellent customer service skills, operational experience, and solutions-oriented thinking to serve as a subject matter expert on PERB case support.</p> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |
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| 55%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <p><b>ESSENTIAL FUNCTIONS</b></p> <p><b>Coordinate Legal Support Case Processing</b></p> <ul style="list-style-type: none"> <li>• Coordinate and conduct administrative processing of cases filed with PERB. Maintain accurate case information in the electronic case management system (ePERB) while performing case initiation procedures; verifying filings comply with PERB regulations; calendaring events; and preparation, proofing, and service of legal communications as well as other case related matters.</li> <li>• Provide first-rate customer service while responding to or redirecting external inquiries from constituents, including compiling and transmitting materials for requests under the California Public Records Act.</li> <li>• Assist with civil litigation matters, including preparing brief templates, editing, proofing, and finalizing appellate briefs, complaints, motions, and other court documents, organizing electronic case files, calendaring deadlines, and ensuring conformity and application of relevant law, court rules, and the California Style Manual.</li> <li>• Research to determine applicable court rules and apply rules to organize, prepare, and file paper or electronic legal documents, including exhibits and briefs, in state and federal courts.</li> </ul> |  |



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|-----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 15%                                     | <p><b>ESSENTIAL FUNCTIONS, CONT.</b></p> <p><b>Process and Systems Improvement and Reporting</b></p> <ul style="list-style-type: none"> <li>• Develop, update, and maintain standard operating procedures and materials and train others on best practices to promote consistent high-quality internal and external customer service.</li> <li>• Analyze and evaluate the quality and effectiveness of team processes. Maximize efficiency through issue identification, trend tracking, recommendation development, and solution implementation.</li> <li>• Compile monthly and ad hoc reports and perform analysis of relevant metrics, identify data trends, and make recommendations as appropriate.</li> <li>• Collaborate closely with the contractor for the case management database to implement system enhancements, resolve technical issues, and improve workflows that strengthen efficiency and service delivery, which may involve serving as a project manager for various initiatives.</li> </ul> |
| 15%                                     | <p><b>Analytical Case Support</b></p> <ul style="list-style-type: none"> <li>• Independently handle complex specialized tasks in cases assigned to Board agents in the Office of the General Counsel, such as analyzing new filings, preparing written summaries of factual allegations and legal contentions, preparing correspondence to constituents, and tracking case deadlines; and assisting in preparation of rulemaking packages.</li> <li>• Oversee the office's records retention schedule by working with the Office of General Counsel and the Office of Administrative Law to maintain organized and completed case records. This can include the creation of electronic records and the transmission of archival materials to and from the state's records center.</li> </ul>                                                                                                                                                                                                                       |
| 15%                                     | <p><b>Facilities Management</b></p> <ul style="list-style-type: none"> <li>• Serve as the onsite contact for various administrative needs. Manage facility needs such as the preparation of rooms for in-person or virtual meetings, coordination of equipment and furniture inventory, opening and processing of mail, facilitation of office set up and moves, and providing access to and overseeing contractors that are scheduled for repairs or upgrades to equipment or facilities, including after-hour or weekend access needs.</li> <li>• Manage Fire Marshall inspections and plan, recommend, and execute corrective actions related to safety requirements as necessary. Lead building emergency evacuations, volunteers, training, and drills.</li> <li>• Maintain mandated employee postings as well as identify, order, and distribute supply and equipment needed to ensure the continuity of office operations through the procurement process alongside Accounting.</li> </ul>                  |



# DUTY STATEMENT

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|                                                                                                                                                                                                                                                                                                                                                                                                             | <p><b>KNOWLEDGE, SKILLS AND ABILITIES</b></p> <p>Knowledge and ability to: Reason logically and creatively and utilize a variety of analytical techniques to resolve complex situations; develop and evaluate alternatives; review, prepare, and edit reports and summary sheets; analyze data and present ideas and information effectively both orally and in writing; consult with and advise with others on a wide variety of subject-matter areas; gain and maintain the confidence and cooperation of those contacted during the course of work; and coordinate the work of others.</p> <p><b>DESIRABLE QUALIFICATIONS</b></p> <ul style="list-style-type: none"> <li>• Exceptional customer service skills with a constituent-centric approach which relies on strong active listening skills, tact, and diplomacy.</li> <li>• Share information and provide assistance using good judgment and discretion.</li> <li>• Proactive, flexible, and eager team player with ability to work independently with tasks of varying levels of difficulty.</li> <li>• Enthusiasm for accuracy and attention to detail while maintaining an eye for process improvement opportunities.</li> <li>• Ability to organize, prioritize, and structure work for effective performance and desire to accept increasing responsibility.</li> <li>• Experience with working in and improving case management systems.</li> <li>• Understanding of basic legal concepts, terminology, principles, and procedures, including the use of legal reference materials and reading the regulations and statutes.</li> <li>• Knowledge of proper format pursuant to rules of court and California Style Manual.</li> </ul> <p><b>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES</b></p> <ul style="list-style-type: none"> <li>• Work at computer for extended periods of time</li> <li>• Effectively handle stress and deadlines in a fast-paced environment</li> <li>• Use of fax, copiers, audio-visual, teleconference, and other office equipment</li> <li>• Willingness to work a standard 8:00 a.m. to 5:00 p.m. schedule</li> </ul> |      |
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| SUPERVISOR'S NAME (Print)                                                                                                                                                                                                                                                                                                                                                                                   | SUPERVISOR'S SIGNATURE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | DATE |
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