STATE OF CALIFORNIA

DUTY STATEMENT

CALIFORNIA PUBLIC UTILITIES COMMISSION

DIVISION Legal	EFFECTIVE DATE
BRANCH/SECTION Legal	CLASS TITLE Legal Support Supervisor II
WORKING DAYS AND WORKING HOURS Monday through Friday 8:00 a.m. to 5:00 p.m.	PHYSICAL WORK LOCATION San Francisco
INCUMBENT (If known)	CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 680-301-1278-001

YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT 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.

BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS:

Under the supervision of an Assistant General Counsel, Legal Support Supervisor II performs a wide variety of supervisory and administrative duties necessary to maintain the support functions of a large legal office.

% of time performing duties	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)*
	ESSENTIAL FUNCTIONS: The Legal Support Supervisor (LSS) II must exercise initiative, discretion, good judgment and independence. The (LSS) II supervises legal secretarial and analyst staff and independently performs the duties listed below under general direction of the Assistant General Counsel who accepts full responsibility for all tasks performed.
35%	Coordinates and supervises the activities and workload of secretarial and analyst staff (Staff). Guides, mentors and directly trains Staff and provides feedback and recommendations on performance and development. Evaluates and appraises Staff performance for direct subordinates; writes annual performance appraisals, probationary reports, Individual Development Plans, and other supervisory reports as needed. Assists in interviewing and hiring new staff within the Legal Support Unit.
35%	Oversees, develops, coordinates, modifies and implements division policies, procedures, and various legal documents. Develop and maintain training materials, manuals and guides, regularly evaluating for effectiveness. Ensures ongoing training of Staff on office protocols. Conducts regular meetings and check ins with Legal Management to ensure policies are in line with management goals. Maintain and upkeep law library resources and subscriptions; review, track, and manage bills in the San Francisco office.
15%	Monitors workloads and trends to assure timely and quality production within the unit. Sets goals and objectives for Staff to mitigate inefficiencies by one-on-one training and shadowing senior staff. Provides critical workload reports to the Legal Management when requested. Regularly assesses and reassigns workload to ensure proper coverage and even distribution. Keep Legal Management apprised of any potential workload issues and shortfalls and recommend solutions.
10%	Coordinates and supervises the maintenance of legal case files, correspondence, opinions, administrative records and various other legal documents in Content Server. Oversees and ensures the proper use of the electronic system from intake to closure. Ensures case files are properly documented and coded according to case type. Monitors and manages the electronic and physical storage of closed cases for purposeful retrieval in alignment with PRA requests and records retention protocols.

5%

MARGINAL FUNCTIONS:
Participates in or leads various administrative, management, and unit meetings. Performs other appropriate duties as assigned.

KNOWLEDGE AND ABILITIES [*From Class Specs***]**

Knowledge of: Technical legal terms and various legal forms and documents and their processing; modern office methods and procedures and office supplies, materials and equipment; business English and correspondence; principles of effective supervision and training; department's Affirmative Action Program objectives; a manager's role in the Affirmative Action Program and the processes available to meet affirmative action objectives.

Ability to: Read and write English at a level required for successful job performance; prepare correspondence independently utilizing good English; communicate effectively; follow directions; analyze situations accurately and take effective action; secure and maintain cooperative relationships with all persons contacted in the work; type at a speed not less than 40 words a minute; effectively contribute to the department's affirmative action objectives.

WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES:

- Proficiency with communications-related technologies, including personal computer applications, telecommunications equipment, internet, voicemail, email, etc.
- Possess the mobility to work in a standard office setting and use standard office equipment, include a computer.
- Ability to read written materials on paper and on a computer screen.
- Occasionally bend, stoop, kneel, reach, push and pull drawers to open and close to retrieve and file information.
- Possess ability to lift, carry, push and pull materials and objects weighting up to 20 pounds.
- May be required to report to the CPUC's San Francisco headquarters on an as-needed basis to [supervisor or] assist with resource management and other operational needs.

SUPERVISOR'S STATEMENT: ***I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE***

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE

EMPLOYEE'S STATEMENT: ***I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT***

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 balance the workload.

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE