

## Colorado Public Defender – Class Specification

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Class Title: Administrative Support Assistant  
Class Series: Administrative Support  
Class Code: R49A31  
Reports to: Office Manager  
Direct Reports: None  
Range Min/Max: \$2,520 - \$3,528

### **GENERAL SUMMARY:**

This class describes entry-level positions or positions performing clearly defined assignments within well-established policies, procedures and guidelines. Positions work under direct supervision to provide routine administrative and clerical support to clients, administrative staff, attorneys and investigators. Entry-level positions perform tasks designed to provide training and experience in office and court processes, case file management techniques, ethical procedures, and client service principles. Assignments designed for training purposes should not remain at this level indefinitely. Positions with clearly defined duties and responsibilities may remain at this level depending on the needs of the Regional Office.

### **PRIMARY DUTIES AND RESPONSIBILITIES:**

(These duties are a representative sample; position assignments may vary.)

- Provides front desk and phone reception duties in a confidential and professional manner. This involves greeting and welcoming clients in the office for an office conference or to fill out an eligibility application; answering multiple phone lines; responding to routine questions; and, transferring calls as appropriate.
- Assists clients and processes applications, which requires a basic understanding of eligibility guidelines in order to respond to routine questions, verify and ensure accuracy and completeness of the applications, and make recommendations of eligibility to the Court.
- Learns the process for opening and closing client cases, such as entering client and court data into the Case Management Database, which requires attention to detail and applying established guidelines.
- Understands closed file room policy and procedure. Moves files to and from the closed file room.
- Updates client files by entering court dates and court status information into the Case Management Database; verifies that the information entered is accurate for statistical and calendaring purposes.
- Positions are trained to use the Colorado Courts Data Access or local jurisdiction websites to search client case information as requested for clients, administrative staff, investigators, and attorneys.
- Delivers pleadings and correspondence to the appropriate parties in a timely fashion. Documents that all parties received a copy of motions in accordance with office practices in the jurisdiction (e.g. electronic, fax or hard copy). May be required to drive to the court house and district attorney's office to hand deliver hard copies.

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- Requests, collects and distributes discovery information and materials from district attorney's office as required. Follows up on behalf of the attorneys as needed to ensure all discovery materials obtained are complete. May be required to enter discovery information into the Case Management Database.
- Performs basic office duties, such as copying, filing, faxing, typing standard documents, preparing, sorting and distributing mail and entering data. Provides support to the Office Manager, such as obtaining information from Data Access or local jurisdiction websites or making phone calls to internal or outside agencies to request or exchange information as required.
- Attends meetings and trainings as required.
- Performs other duties of a similar nature and level as assigned.

### QUALIFICATIONS

**Education and Experience** (positions in this class typically require):  
High school diploma or equivalent (G.E.D.)

**Licensing Requirements** (positions in this class may require):

- Valid driver's license and proof of insurance

**Knowledge** (position requirements at entry):

- Basic administrative and clerical procedures and systems such as word processing, managing files and records, and other office procedures and terminology;
- English language, grammar and punctuation;
- Principles and processes in providing quality client and personal services;
- Basic math (addition, subtraction, multiplication and division);

**Skills** (position requirements at entry):

- Strong client service focus;
- Maintaining client and office confidentiality;
- Completing multiple tasks and assignments with frequent interruptions;
- Standard software applications such as Word, Excel, Power Point, and e-mail;
- Working effectively with clients, public, co-workers and supervisors from diverse backgrounds;
- Operation of common office tools and equipment such as calculators, desktop computers, printers, photocopiers, and fax machines;
- Effective communication, verbal and written, sufficient to exchange or convey information; includes giving/receiving work direction.

### Physical Requirements:

Employees must be able to meet the physical demands of the job, with or without accommodations, which include: talking, hearing, seeing, walking, and reaching with hands and arms. Positions may be required to travel.

Light Work: Exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Physical demands

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are in excess of those of sedentary work. Light work usually requires walking or standing to a significant degree.

**Note:**

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the office.