

Colorado Public Defender – Class Specification

Class Title: Lead Administrative Assistant
Class Series: Administrative Support
Class Code: R49A33
Reports to: Office Manager
Direct Reports: None
Range Min/Max: \$3,384 - \$5,076

GENERAL SUMMARY:

This is the lead level within the administrative support series where the positions perform moderately difficult and complex, responsible and confidential administrative and clerical work requiring advanced knowledge, skills, and understanding of office and court processes, case file management techniques, ethical procedures, and client service principles. Under general supervision, positions exercise independent judgment in performing assigned tasks in accordance with well-established policies, procedures and techniques. Positions at this level assume additional responsibilities including, but not limited to, assisting with administrative duties and mentoring, developing and providing guidance and oversight to less experienced staff.

PRIMARY DUTIES AND RESPONSIBILITIES:

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

- May serve as a lead to other administrative support employees, which includes prioritizing, assigning and reviewing work and training staff on work methods. Some positions may perform partial elements of the supervisory duties, which do not fully meet the criteria for that classification such as, providing input into supervisory decisions and feedback in the performance evaluation process.
- May assist with the training of new attorneys and interns on in-house office and court processes, use of the data access and case management database, and related office procedures.
- Cross-trains in administrative duties so positions can act on behalf of the Regional Office Manager in his/her absence. Assists in ensuring compliance with regional office procedures and guidelines and court processes, in addition to State Office policies and procedures. Some administrative tasks may be delegated on a regular and ongoing basis.
- Understands closed file room policy and procedure. Moves files to and from the closed file room.
- May assist in coordinating use of state vehicles assigned to the Regional Office including, but not limited to, scheduling, maintenance, and recordkeeping.
- In addition to routine duties, performs more difficult and complex administrative and clerical work involved in providing client support, processing eligibility applications, and maintaining/updating information in the Case Management Database. Examples of duties include: addressing and resolving non-routine client questions and concerns; reviewing and verifying factually complex applications; pulling data from the Case Management Database for the purpose of tracking statistics and providing summary

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reports for office management; and, identifying potential conflicts in cases for referral to the Office Head.

- Provides non-routine and complex support to the attorneys or defense teams including, but not limited to, transcribing interviews conducted by the defense team or law enforcement; tracking discovery, copying digital media, and assisting in the preparation of trial notebooks for capital cases; assisting in the preparation or proofing of various documents such as correspondence and motions; and, performing related tasks and support. Transcription work may require being called to testify regarding the accuracy of the transcript. Duties are performed under the direction of the Office Manager and require an advanced working knowledge of policies, procedures and guidelines and attention to detail.
- Assists staff with basic desktop computer use needs/problems, sets up webinars and video conferencing for trainings, interviews and related multi-media needs.
- Assists other regional offices in performing a variety of support services (e.g., writes or assistance on complex cases), as assigned.
- 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 as assigned.

QUALIFICATIONS

Education and Experience (positions in this class typically require):

Graduation from high school supplemented by legal secretarial or college courses in a related field and progressively responsible experience with the State Public Defender's Office. A combination of work experience with the State Public Defender's Office, law office or other comparable experience which provides the same level of knowledge may substitute for the education.

Licensing Requirements (positions in this class may require):

- Valid driver's license and proof of insurance

Knowledge (position requirements at entry):

- Advanced administrative and clerical procedures and systems such as word processing, managing files and records, transcription, designing forms, and other office procedures and terminology;
- Office policies and procedures;
- Court 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).

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Skills (position requirements at entry):

- Strong client service focus;
- Maintaining client and office confidentiality;
- Applying applicable rules, guidelines, policies and procedures;
- Organizing one's own work and prioritizing tasks to meet deadlines;
- Completing multiple tasks and assignments with frequent interruptions;
- Proficient in standard software applications such as Word, Excel, Power Point, and e-mail; audio/visual software and equipment.
- 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 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.