

Colorado Public Defender – Class Description

Class Title: Supervising Administrative Assistant
Class Series: Administrative Support
Class Code: R49A34
Reports to: Office Manager
Direct Reports: Administrative Support staff
Range Min/Max: \$3,782 - \$5,673

GENERAL SUMMARY:

This classification describes the first-line supervisor responsible for overseeing the work of a group, unit or team of non-supervisory employees within the administrative support function of the office. Supervisory responsibilities include, but are not limited to, assigning work, performance management, modifying and authorizing work procedures and resolution of personnel matters under the direction of the Office Manager. Positions have demonstrated an advanced level of skill and experience across a broad variety of assignments involving work of the highest complexity. Positions require effective interpersonal and communications skills (e.g. providing direction and feedback, constructively dealing with conflict), as well as problem-solving. Within the assigned leadership capacity, positions are able to formulate solutions to original problems to guide less experienced staff in handling a broad spectrum of cases or work assignments. Positions assume administrative responsibilities; mentor staff through coaching, developing and training in-house or agency wide; represent the office and agency to clients and external groups as appropriate; and, support and implement the directives of upper management. Positions perform administrative support work, frequently in an advanced capacity. Transactional workload may be reduced as deemed necessary by the Office Manager or Office Head. This classification is not progressive; positions are allocated based on the business needs as determined by the State Public Defender.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Provides direct supervision over a small group or unit of administrative support staff, to include: prioritizing and assigning work; conducting employee performance evaluations and reviews; ensuring employees are trained; ensuring that employees follow policies and procedures; and, making hiring, termination, and disciplinary recommendations.
- Assists other supervisors and managers in coordinating and monitoring case assignments and day-to-day activities; modifying and authorizing work procedures; providing direction and guidance to effectively manage time, travel and resources; and, resolving personnel and other matters.
- Assists the Office Manager and Office Head in office management duties such as leading meetings; serving as a resource or technical expert to other staff including recognizing and answering ethical questions and identifying conflict determinations; and, filling system wide, State Office needs. Assists in other related regional office management duties such as, audits, personnel actions, leave tracking, state vehicles, mandated costs, travel and mileage reimbursements, purchasing supplies and building maintenance.
- Performs a range of administrative support duties, from routine to the most difficult and complex work involved in providing client support; processing eligibility applications; managing case files from opening through closing and file destruction; and, maintaining and updating information in the Case Management Database. Additionally, Supervising

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Administrative Assistants demonstrate advanced knowledge and understanding to interpret the eligibility guidelines; handle and resolve problems with more complex applications; and, ensure staff compliance with policies and procedures in the performance of day to day tasks.

- Delivers training to administrative support staff, other regional office staff and interns on court processes, utilizing the Colorado Courts Data Access and Case Management Database systems, and related office policies and procedures. Serves as a mentor being readily and regularly accessible to assigned administrative support staff.
- May assist in running standard reports and compiling data from the Case Management Database for the purpose of tracking statistics and providing summary reports for office management; and, conducting conflict checks of complex cases for referral to the Office Head.
- May transcribe interviews conducted by the defense team or law enforcement, which requires attention to detail. May be required to testify in court or sign a sworn affidavit regarding the accuracy of transcripts, administrative matters and record keeping.
- Assists other regional offices in performing a variety of support services, as assigned.
- Attends meetings and trainings as required.
- Performs other duties as assigned.

QUALIFICATIONS

Education and Experience:

Graduation from high school supplemented by legal secretarial or college courses in a related field; progressively responsible experience with the State Public Defender's Office; and experience, skills and training in leading others. A combination of education, training and experience with the State Public Defender's Office, law office or comparable work that demonstrates the knowledge, skills and competencies required to perform the duties at this level may substitute for the education or experience.

- Valid driver's license.

Knowledge (position requirements at entry):

- Principles and processes in providing quality client and personal services;
- 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;
- Principles of client-attorney privilege;
- English language, grammar and punctuation;
- Basic math (addition, subtraction, multiplication and division).

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Skills (position requirements at entry):

- Leadership skills to effectively mentor, train, develop and guide others; delegate responsibilities; and set an example for other administrative support staff;
- Ability to evaluate performance, provide feedback on performance, and write objective and comprehensive employee evaluations;
- Strong client service focus;
- Maintaining client and office confidentiality;
- Applying and interpreting applicable rules, guidelines, policies and procedures;
- Ability to recognize and assist in answering ethical questions;
- Ability to recognize and assist with conflict determinations;
- Time management to manage one's own time and the time of others;
- Completing multiple tasks and assignments with frequent interruptions;
- Ability to handle emergency or crisis situations;
- Proficient in standard software applications such as, Microsoft Office Word, Excel, Power Point, internet browsers, e-mail, and Adobe Acrobat;
- Ability to operate audio/visual software and equipment;
- Ability to develop and maintain effective working relationships with co-workers, court personnel, clients and client families, and public 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 reasonable accommodation.*)

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.

- Occasionally required to stoop and kneel;
- Ability to sit for extended periods of time;
- Talking and hearing;
- Reaching with hands and arms, using hands and fingers.