

Colorado Public Defender – Class Specification

Class Title: Lead Administrative Assistant
Class Series: Administrative Support
Class Code: R49A53
Reports to: Supervising Administrative Assistant or Office Manager
FLSA: Non-exempt
Date: July 1, 2020
Range Min/Max: \$3,644 - \$5,466 Monthly

GENERAL SUMMARY:

This classification describes positions where incumbents have acquired and demonstrated an advanced level of skill and experience from having been assigned to a broad variety of work assignments over an extended period of time, which allows them to be utilized in a leadership capacity for all assignments within their functional area. Positions can perform work consisting of the highest degree of difficulty and complexity. Based on experience, positions possess and utilize an advanced set of skills encompassing some or all of the following: creation of original approaches to work; coaching and support of more junior level staff; and, providing technical and subject matter expertise to management. Positions receive supervision and guidance on special assignments and operate independently on a day to day basis.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Performs assignments in a lead capacity over other administrative support staff including, but not limited to, assigning and reviewing work; training staff on work methods; and, providing feedback in the employee performance process.
- In addition to performing the daily administrative support work, Lead Administrative Assistants may assist the Supervising Administrative Assistant, Office Manager or Office Head in other duties such as, training new attorneys and interns on in-house office and court processes, use of the Colorado Courts Data Access and Case Management Database and related office procedures; serving as a resource or technical expert to other staff; filling system wide, State Office needs; and, assisting in related regional office matters.
- Cross-trains in office management duties so positions can act on behalf of the Supervisor or 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.
- 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 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. 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 reports for office management; and, identifying potential conflicts in cases for referral to the Office Head.

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- Provides a range of non-routine to 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 Supervisor or 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.
- Assumes additional responsibilities in assisting with the development, training, guidance and oversight of others; and, serves as a mentor.
- 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:

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; or, an equivalent 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.

- Valid driver's license.

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;
- Basic math (addition, subtraction, multiplication and division).

Skills (position requirements at entry):

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- Leadership skills to effectively mentor, train, develop and guide others;
- Strong client service focus;
- Ability to maintain 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, 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.