

Colorado Public Defender – Class Description

Class Title: Office Manager
Class Series: Administrative Support
Class Code: R49A55
Reports to: Office Head
Direct Reports: Administrative Support staff
FLSA: Exempt
Date: July 1, 2020
Range Min/Max: \$4,410 – \$6,615 Monthly

GENERAL SUMMARY:

This classification describes the manager responsible for ensuring the administrative operations and services provided are completed in an effective and efficient manner, to secure the best possible representation for OSPD clients. Positions oversee the administrative support function within an office, which may include supervising multiple employees through first-line supervisors and/or direct supervision of administrative support staff. Positions that oversee the work as a second-level supervisor, serve as the second-level approval in performance reviews and may initiate and carry-out personnel actions. Positions require interpersonal and communications skills (e.g. providing direction and feedback, constructively dealing with conflict) and apply an advanced level of problem-solving ability. Working in collaboration with other members of the management team, positions are responsible for overall planning and direction of the work and staff; overseeing administrative and operational processes; training and supervising staff; resolving personnel matters; managing caseloads/workloads; resolving high-level client and other operational matters; and, communicating and implementing directives established at the higher management level. Positions perform administrative support work, typically in an advanced capacity; however, the transactional workload may be reduced as deemed necessary by the Office Head or State Public Defender. 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 administrative support staff as a first and/or second-line supervisor to include: prioritizing and assigning work; conducting performance evaluations; ensuring employees are trained; ensuring that employees follow policies and procedures; and, making hiring, termination, and disciplinary recommendations. Conducts second-level review and approvals of performance evaluations conducted by Supervising Administrative Assistants.
- In conjunction with the Office Head and other members of the management team, coordinates case assignments and daily activities; modifies and authorizes work procedures; implements policy and process changes developed at a higher management level; ensures work is completed to effectively manage time, travel and resources; and, resolves personnel and other matters.
- Assists the Office Head in administrative 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; filling system wide, State Office needs; and, assisting in related regional office matters.
- Coordinates day-to-day activities and work flow of the office, provides administrative support to attorneys, and oversees administrative staff to ensure work is completed in a

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timely fashion. Resolves issues that arise related to court processes and the operations of the office. Prioritizes and resolves procedural problems to ensure effective and efficient work flow.

- Develops and administers office procedures for a regional office in accordance with agency wide rules and policies. Serves as a liaison with the State Office to coordinate administrative responsibilities related to personnel actions, leave tracking, state vehicles, mandated costs, travel and mileage reimbursements, purchasing supplies, and to ensure compliance with state and regional office policies and procedures. Primary contact for matters related to building maintenance.
- Assists employees and managers in conjunction with the State Office to administer personnel matters such as processing personnel action forms, enrolling in group benefit plans, and submitting leave forms.
- Assists in coordinating training and conference attendance for regional office staff; assists with completing training approval forms and submits to State Office for processing and approval.
- Delivers training to regional office 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. Delivers training related to administrative support tasks and procedures within the regional office and agency-wide as needed. Serves as a mentor being readily and regularly accessible to assigned administrative support staff.
- In addition to having the skills and ability to perform all tasks of administrative support staff, office managers demonstrate advanced knowledge and understanding to interpret the eligibility guidelines; handle and resolve problems with more complex applications; and, ensure compliance with policies and procedures. In offices with limited support staff, the office manager is typically required to perform all routine, non-routine and complex administrative and clerical work on a regular basis, which may include 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. In an office with a larger administrative staff, the office manager may perform technical administrative support work on an infrequent basis, if necessary.
- Runs reports and compiles data from the Case Management Database for the purpose of tracking statistics and providing summary reports for office management; and, conducts conflict checks of complex cases for referral to the Office Head.
- Acts as office representative during all office audits, with ability to provide auditors with information they require regarding the operation of the office. Responsible for enforcing office procedures to ensure audit requirements are met.
- 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.

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- 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, demonstrated 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).

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.

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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.