

Colorado Public Defender – Class Specification

Class Title: Administrative Assistant
Class Series: Administrative Support
Class Code: R49A51
Reports to: Supervising Administrative Assistant or Office Manager
FLSA: Non-exempt
Date: July 1, 2022
Range Min/Max: \$3,231 - \$4,523

GENERAL SUMMARY:

This classification describes the first level within the Administrative Support series wherein employees learn and apply policies, procedures, rules and regulations specific to the organization and relevant techniques, methods and/or theories of the profession. Positions work under direct supervision, to include regular guidance, review and oversight by supervisors and more experienced staff, while learning fundamental skills and technical aspects of the work. It is expected that employees will develop the necessary competencies to assume the duties and responsibilities at the Senior Administrative Assistant level. Positions should not remain in this class indefinitely.

PRIMARY DUTIES AND RESPONSIBILITIES:

- 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 for court-appointed counsel, 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 and applies policies and procedures in how to maintain, update and manage case files, including electronic and hard copy records, from opening through closing and file destruction. Enters client and court data into the Case Management Database, which requires attention to detail; and, moves files to and from the closed file room in accordance with policy and procedure.
- 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.
- Learns and develops skills in using the Colorado Courts Data Access or local jurisdiction websites to search client case information as requested by 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 walk or drive to the court house, district attorney's office and/or jail to pick-up or deliver documents and correspondence.

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- Requests, collects and distributes discovery information and materials from the 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:

High school diploma or equivalent (G.E.D.)

- Valid driver's license.

Preferred Qualifications:

- Experience in a law office or judicial system;
- General clerical and customer service experience.

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

Skills (position requirements at entry):

- Strong client service focus;
- Ability to maintain client and office confidentiality;
- Ability to complete multiple tasks and assignments with frequent interruptions;
- Standard software applications such as, Microsoft Office Word, Excel, Power Point, internet browsers and e-mail;
- Ability to learn and utilize Adobe Acrobat;
- 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 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.