



October 2018
FLSA: NON-EXEMPT
CLASS CODE: 00697

LEGAL PROCESS SUPERVISOR

DEFINITION

Under general direction, plans, directs, administers, supervises and participates in the daily operations of legal processing within an assigned court department; performs varied, complex, and supervisory legal clerical tasks, which may include processing, preparing, filing, and maintaining a variety of legal documents, data entry and retrieval from court database system; provides information and assistance to the general public; performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from an assigned Court Manager. Exercises direct and general supervision over Legal Process Clerks I, II, and III.

CLASS CHARACTERISTICS

This is the full supervisory-level class in the legal processing area that exercises independent judgment responsible for the most complex legal document processing duties and supervision of Legal Process Clerks I, II, and III. Positions in this classification rely on experience and judgment with a broad understanding of court operations. The work involves problem-solving of unique issues or increasingly complex problems without precedent and/or structure. This class is distinguished from the Legal Process Clerk III in that the latter functions as a lead worker within an assigned department, while the former performs supervisory responsibilities for an assigned group of legal processing staff. This class is distinguished from Courtroom Clerk in that the latter perform Clerk activities exclusively within a courtroom setting.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Plans, organizes, assigns, supervises, schedules and reviews the work of Legal Process Clerks within the assigned work unit; trains staff in work procedures; provides policy guidance and interpretation to staff; reviews timecards and approves leave time; evaluates employee performance and works with employees to correct deficiencies; recommends and implements disciplinary procedures; assists in hiring and promotion.
- Monitors activities of the assigned work unit; recommends improvements and modifications and prepares various reports on operations and activities, including workload and workflow statistics.
- Recommends and implements goals, objectives, policies and procedures related to the work of the assigned unit; assists in the creation of training materials.
- Monitors relevant legislation and determines the effect on unit procedures; acts as a liaison with other courts, local and statewide organizations and agencies.
- Researches and resolves technical and procedural issues affecting court operations, judicial officers, other departments; attends and participates in meeting with other divisions, management, administration, and/or special assignment committees as needed.

- Advises attorneys and the public regarding the status of legal cases and provides procedural information; applies Court policy to resolve issues arising from service to the public.
- Recommends and implements the methodology used in maintaining files and record keeping systems; assists in the development and implementation of automated systems.
- Performs the duties of Legal Process Clerks I, II, and III as needed.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Purpose and processing procedures of a variety of complex court related legal documents, forms, and records.
- California codes and local rules pertaining to Superior Court operations.
- Practices and procedures of a Courtroom.
- Documentation and terminology related to a variety of court cases.
- Technical resource materials and other informational resources applicable to the area of assignment.
- Modern office practices, methods, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- Organization and operation of the court and of outside agencies as necessary to assume assigned responsibilities.
- Basic principles of cash handling.
- Basic arithmetic.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public and court staff.

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Supervise, select, train, motivate, and evaluate the work of staff.
- Plan, organize, administer, coordinate, review, evaluate, and personally participate in comprehensive Court document processing functions.
- Respond to and effectively prioritize phone calls and other requests for service.
- Interpret, apply, explain, and ensure compliance with applicable Court, state, and local policies, procedures, laws, and regulations.
- Effectively conduct meetings and make presentations to various groups.
- Compose correspondence and reports independently or from brief instructions; maintain records and databases.
- Make accurate arithmetic computations.
- Perform responsible clerical support work with accuracy and speed.
- Organize, maintain, and update court database and records systems.
- File materials alphabetically, chronologically, and numerically.
- Schedule and coordinate projects; set priorities; adapt to changing priorities; meet critical time deadlines.

- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Operate modern office equipment, including computer equipment and word-processing, database, and spreadsheet application programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of twelfth (12th) grade and four (4) years of progressively responsible court document processing experience including one (1) year acting in a lead capacity.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pound, in all cases with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.