



Legal Support Supervisor Series

Class Code: 1277-Exam Code: 4PB3001- Legal Support Supervisor, I
Class Code: 1278-Exam Code: 4PB3002- Legal Support Supervisor, II

Departments: State of California
Opening Date: 3/16/15
Final Filing Date: 12/31/15
Type of Examination: Servicewide, Open

EQUAL EMPLOYMENT OPPORTUNITY

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

DRUG-FREE STATEMENT

It is an objective of the State of California to achieve a drug-free State work place. Any applicant for State employment will be expected to behave in accordance with this objective, because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

WHO SHOULD APPLY?

Applicants who meet the Minimum Qualifications as stated on this bulletin may apply for and take this Training and Experience Evaluation at any time.

Once you have taken the Training and Experience Evaluation, you may not retake it for 6 months.

FILING INSTRUCTIONS

Final Filing Date: Continuous

Where to Apply: Click the link at the bottom of this bulletin.

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special assistance or special testing arrangements, contact:

California Department of Human Resources
Examination and Selection Services Section

1-866-844-8671
California Relay Service (7-1-1)
Telecommunications Device for the Deaf (TTY) (916) 654-6336

TTY is a telecommunications device that is reachable only from phones equipped with a TTY device.

SALARY INFORMATION

Legal Support Supervisor, I: \$ 3,577.00 - \$4,480.00
Legal Support Supervisor, II: \$ 3,934.00 - \$4,929.00

ELIGIBLE LIST INFORMATION

An open, service wide eligible list will be established by the California Department of Human Resources for use by the other State departments. The names of successful competitors will be merged onto the eligible list in order of final score regardless of test date. Eligibility expires 12 months after it is established. Competitors must then retake the Training and Experience Evaluation to reestablish eligibility.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

NOTE: All applicants must meet the education and/or experience requirements as stated on this examination bulletin as of the date the test is taken.

MINIMUM QUALIFICATIONS

Legal Support Supervisor I Either I

One year of experience in the California state service performing the duties of a [Senior Stenographer, Legal, Range B or Senior Typist, Legal, Range B](#).

OR II

[Three years of experience in legal stenographic and/or clerical work](#), at least one year of which shall have been in a responsible position [performing a variety of difficult stenographic and/or clerical work or in a supervisory capacity](#). (Experience in California state service applied toward the specialized one-year requirement must be performing the duties of a class at a responsibility level not less than that of Senior Stenographer, Legal, Range B.) (Academic education above the twelfth grade may be substituted for the year of required general experience on the basis of either: (a) [one year of general education](#) being equivalent to three months of experience; or (b) [one year of education of a business or commercial nature](#) being equivalent to six months of experience.)

Legal Support Supervisor II Either I

One year of experience performing the duties of a Legal Support Supervisor I; or two years of experience performing the duties of a [Senior Stenographer, Legal, Range B or Senior Typist, Legal, Range B](#).

OR II

[Four years of experience in legal stenographic and/or clerical work, at least two years of which shall have been in a supervisory capacity](#). (Experience in California state service applied toward

the specialized two-year requirement must be [at a responsibility level](#) not less than that of Senior Stenographer, Legal, Range B.) (Academic education above the twelfth grade may be substituted for the year of required general experience on the basis of either: (a) [a year of general education](#) being equivalent to three months of experience; or (b) [one year of education of a business or commercial](#) nature being equivalent to six months of experience.)

DEFINITION OF LEVELS

Legal Support Supervisor I

This is the first supervisory level in the Legal Support Supervisor series. Incumbents supervise the work of a legal secretarial support staff of approximately 5 to 15 providing legal support services to a large professional staff of attorneys. Incumbents may perform responsible legal secretarial work in addition to supervision of a legal support team.

Legal Support Supervisor II

This is the highest supervisory level in this series. Incumbents direct the activities of a legal support staff of approximately 25 to 35 providing legal support services to a large professional staff of attorneys.

EXAMINATION INFORMATION

TRAINING AND EXPERIENCE EVALUATION – Weighted 100%

The examination will consist solely of a Training and Experience Evaluation. To obtain a position on the eligible list, a minimum score of 70% must be received. An applicant will receive his/her score upon completion of the Training and Experience Evaluation process.

To preview the Legal Support Supervisor 1 & 2 Training & Experience Evaluation, select [preview of Legal Support Supervisor 1 & 2 Training Evaluation](#).

KNOWLEDGE AND ABILITIES

Both Levels:

Knowledge of:

- Legal concepts, terminology, principles, and procedures necessary to understand statutory and filing requirements.
- Legal terminology to ensure proper usage within legal documents.
- The use of legal reference materials and statutory requirements (e.g., Labor Code, California Code of Regulations, Government Code, Rules of Practice and Procedure).
- Federal, State, and administrative court systems.
- Subpoena requirements in State, federal, and/or administrative court systems.
- Legal procedures for determining hearing requirements and hearing types.
- Proper filing techniques to ensure court deadlines and statutes of limitations are met.
- Local rules of court, California Rules of Court, California Civil Code of Procedure (CCP), and Federal Rules of Civil Procedure in order to determine compliance with statutes, regulations, departmental policies, and other reference materials.
- The litigation processes and the rules of discovery, including electronic discovery and e-filings.
- Sorting and filing techniques and records retention policies and schedules to maintain accurate records.
- Office management principles, methods, and procedures to complete work assignments.
- The rules of grammar, spelling, and punctuation to write and review documents in a concise manner.

- Data collection techniques, such as surveys and interviews, to collect data for research and tracking activities.
- Basic email functions including sending and receiving messages, attaching documents, and appending carbon copies (CC) and blind carbon copies (BCC).
- Electronic calendaring programs (e.g., Microsoft Outlook, Lotus Notes, Group Wise) for scheduling appointments and setting reminders.
- Information security procedures and processes to ensure the protection of personal, confidential, and sensitive information.
- The principles of effective supervision, development, and training to supervise support staff.
- Team-building principles and techniques to promote a positive, cooperative, and professional work environment.
- Other departmental units', branches', divisions', and programs' services to identify opportunities for collaboration and cooperation with other entities.
- Departmental needs to identify and propose positions and/or equipment necessary for full functioning of the unit/branch.
- Progressive discipline to determine when disciplinary action is warranted and to recommend or apply appropriate action.
- Training techniques (e.g., on the job, classroom, coaching) to educate staff on topics relating to job tasks to improve performance and productivity.
- Personnel procedures to ensure that personnel actions are in compliance with departmental procedures and policies as well as State laws and regulations as enforced by the California Department of Human Resources (CalHR) and the State Personnel Board (SPB).
- Current management and leadership techniques and applications to ensure that strategies employed in the supervision and oversight of the unit/branch are effective and comply with all applicable laws.
- The Equal Employment Opportunity (EEO) Program and the processes available to meet equal employment opportunity objectives.
- The Employee Assistance Program (EAP) and the resources available to provide supportive services to employees.
- The requirements of the Americans with Disabilities Act (ADA) and available measures to ensure compliance.
- Supportive services (e.g., catastrophic leave program, Family Medical Leave Act [FMLA], California Family Rights Act [CFRA]).

Ability to:

- Proofread all work products to check correct content and proper formatting using a computer and various forms of software.
- Create filing systems according to a rational sequence (e.g., alphabetical, numerical, categorical) to maintain databases for legal documents.
- Use and maintain informational databases for case management.
- Recognize, identify, and compile information and documents from various sources into a categorical or functional order (e.g., by case, by party).
- Exercise sound judgment when making decisions in accordance with program or work unit goals and objectives.
- Prioritize work assignments and in-basket material to ensure completion within established timeframes and by expected deadlines.
- Work independently and carry out a variety of critical and time sensitive projects without detailed instructions.

- Work under pressure and adjust to a diverse working environment.
- Be flexible in adapting to changes in priorities, assignments, and other interruptions, which may impact pre-established timelines and courses of action for completing projects and assignments.
- Maintain accuracy and attention to detail while managing multiple assignments and tracking deadlines.
- Identify data needed to perform work tasks, address issues, evaluate program effectiveness, and/or serve as a basis for program/project-specific decisions.
- Work with diverse individuals to collect necessary information.
- Establish and maintain cooperative working relationships with management, staff, and internal and external stakeholders.
- Interpret and explain policies, procedures, rules, and/or regulations to department employees, the public, vendors, and other State agencies.
- Recognize and diffuse potentially volatile situations with staff, the public, or other entities.
- Understand written regulations, statutes, court decisions, and other legal documents.
- Comprehend complex legal documents to determine a proper course of action.
- Read and interpret information and materials pertaining to departmental or program operations (e.g., policies and procedures, laws, contracts) to apply information to program/project activities.
- Read and interpret reports and/or charts and graphs to determine meaning/impact of data presented in program areas and/or on projects.
- Analyze written information to determine importance of correspondence as it relates to a case, procedure, or otherwise pertinent issue.
- Communicate information in writing clearly and concisely to audiences with varying levels of understanding.
- Write clear and concise instructions containing technical or legal information that are comprehensible by audiences with varying levels of understanding.
- Take accurate written notes when documenting information that is received verbally or in writing including information using legal terminology.
- Prepare written reports and summary sheets to address various needs of the office.
- Proofread all work products to check for spelling, grammar, and punctuation to ensure that written materials prepared and reviewed are complete, concise, and error-free.
- Utilize research strategies and methodologies to ensure the collection of appropriate data.
- Reconcile discrepancies in data and information to ensure accuracy.
- Use a computer to input data, access information, and/or create materials and documents using a variety of software applications.
- Use spreadsheet software to compile, compute, organize, and present tables, graphs, and charts for use in reports and other tracking activities.
- Use the internet to conduct on-line research and obtain information related to departmental policies, procedures, and resources.
- Use word processing software to prepare reports, memoranda, correspondence, and other job-related documents and materials.
- Use and operate a variety of basic office equipment (e.g., copiers, calculators, telephones, fax machines, computers) in the course of completing assigned work tasks.
- Provide leadership in accomplishing basic functions and objectives in assigned programs.
- Monitor, track, and document employee performance using employee performance evaluations and/or probationary reports to ensure performance is recorded accurately and that it meets quality, quantity, and timeliness standards.

- Coach and mentor staff to develop skills, improve staff performance, and promote career development.
- Assign and delegate work to subordinate employees to ensure the unit/department operates effectively.
- Perform oversight on projects ensuring that end products or services are delivered on schedule, within the established budget, and in compliance with applicable laws.
- Establish goals and objectives to ensure clarity and direction for the unit/branch.
- Introduce changes in the unit/branch in a positive manner to ensure the unit runs efficiently.
- Monitor progress of assignments according to work plans.
- Maintain high ethical standards in completing all assignments and projects.
- Interpret and apply provisions of applicable collective bargaining agreements when supervising represented employees.

VETERANS' PREFERENCE

Veterans' Preference will be granted for this examination. Effective January 1, 2014, in accordance with Government Codes 18973.1 and 18973.5, whenever any veteran, widow or widower of a veteran, or spouse of a 100 percent-disabled veteran achieves a passing score on an open examination, he or she shall be ranked in the top rank of the resulting eligibility list. This section shall not apply to any veteran who has been dishonorably discharged or released.

CAREER CREDITS

Career Credits **will not** be added to the final score for this exam, because it does not meet the requirements to qualify for Career Credits.

CONTACT INFORMATION

If you have any questions concerning this examination bulletin, please contact:

California Department of Human Resources
 Attn: Examination Services
 1515 S Street
 Sacramento, CA 95811

1-866-844-8671
 California Relay Service (7-1-1)
 Telecommunications Device for the Deaf (TTY) (916) 654-6336

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GENERAL INFORMATION

Applications are available at www.jobs.ca.gov and local offices of the Employment Development Department.

If you meet the requirements stated on this examination bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be rated against a predetermined job-related rating, and all candidates who pass will be ranked according to their scores.

The California Department of Human Resources reserves the right to revise the examination plan to better meet the needs of the service, should the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules, and all competitors will be notified.

Candidates needing special testing arrangements due to a disability must mark the appropriate box on the application and contact the testing department.

Hiring Interview Scope: In a hiring interview, in addition to the scope described in this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight may be given to the breadth and recency of pertinent experience, and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development. For more information, you may refer to the [classification specification for Legal Support Supervisor I & II](#).

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, the ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history, and fingerprinting may be required.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, and 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

Veterans' Preference: Effective January 1, 2014, in accordance with Government Codes 18973.1 and 18973.5, Veterans' Preference will be awarded as follows: 1) Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for Veterans' Preference. 2) An entrance examination is defined, under the law, as any open competitive examination. And 3) Veterans' Preference is not granted once a person achieves permanent civil service status.

Veteran status is verified by the California Department of Human Resources (CalHR). Directions to apply for Veterans' Preference are on the Veterans' Preference Application (Std. Form 1093), which is available [online](#) and at the Department of Veterans Affairs.

First Bulletin Release Date: 07/10/2017

TAKING THE EXAM

When you click the link below, you will be directed to the Training and Experience Evaluation. At

the end of the Training and Experience Evaluation, it will be instantly scored.

[Hyperlink to Training & Experience Evaluation for Legal Support Supervisor I & II](#)