

Legal Support Supervisor 1 & 2

Knowledge, Skills, Abilities, and Personal Characteristics Statements

1	Knowledge of legal concepts, terminology, principles, and procedures necessary to understand statutory and filing requirements.
2	Knowledge of legal terminology to ensure proper usage within legal documents.
3	Knowledge of the use of legal reference materials and statutory requirements (e.g., Labor Code, California Code of Regulations, Government Code, Rules of Practice and Procedure).
4	Knowledge of appropriate style guides (e.g., Harvard Blue Book, California Style Manual) to ensure proper formatting of legal documents (i.e. case citation).
5	Knowledge of federal, State, and administrative court systems.
6	Knowledge of subpoena requirements in State, federal, and/or administrative court systems.
7	Knowledge of legal procedures for determining hearing requirements and hearing types.
8	Knowledge of proper filing techniques to ensure court deadlines and statutes of limitations are met.
9	Knowledge of 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.
10	Knowledge of the litigation processes and the rules of discovery, including electronic discovery and e-filings.
11	Knowledge of the Public Records Act (PRA) requests and procedures.
12	Knowledge of court websites including Public Access to Court Electronic Records (PACER) and Judicial Counsel in order to obtain dockets and filed documents.
13	Ability to proofread all work products to check correct content and proper formatting using a computer and various forms of software.
14	Knowledge of sorting and filing techniques and records retention policies and schedules to maintain accurate records.
15	Ability to read and understand dockets for easy retrieval of files in courts of law.
16	Ability to create filing systems according to a rational sequence (e.g., alphabetical, numerical, categorical) to maintain databases for legal documents.
17	Ability to use and maintain informational databases for case management.

18	Ability to recognize, identify, and compile information and documents from various sources into a categorical or functional order (e.g., by case, by party).
19	Knowledge of office management principles, methods, and procedures to complete work assignments.
20	Ability to exercise sound judgment when making decisions in accordance with program or work unit goals and objectives.
21	Ability to prioritize work assignments and in-basket material to ensure completion within established timeframes and by expected deadlines.
22	Ability to work independently and carry out a variety of critical and time sensitive projects without detailed instructions.
23	Ability to work under pressure and adjust to a diverse working environment.
24	Ability to 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.
25	Ability to maintain accuracy and attention to detail while managing multiple assignments and tracking deadlines.
26	Ability to identify data needed to perform work tasks, address issues, evaluate program effectiveness, and/or serve as a basis for program/project-specific decisions.
27	Ability to work with diverse individuals to collect necessary information.
28	Ability to establish and maintain cooperative working relationships with management, staff, and internal and external stakeholders.
29	Ability to use tact and diplomacy when dealing with the needs, problems, and/or concerns of other department staff, outside agency personnel, and/or the public.
30	Ability to interpret and explain policies, procedures, rules, and/or regulations to department employees, the public, vendors, and other State agencies.
31	Ability to maintain the confidentiality of sensitive and confidential information obtained through the course of completing assignments (e.g., personnel-related issues, projects).
32	Ability to verbally communicate issues related to legal proceedings to witnesses, lawyers, and technical staff to describe steps, dates, response times, and legal requirements for various processes.
33	Ability to listen attentively to others and extract relevant information in an open exchange of ideas.
34	Ability to communicate effectively over the phone or in person to various governmental and interest groups, legal parties, and legislative participants.
35	Ability to recognize and diffuse potentially volatile situations with staff, the public, or other entities.
36	Ability to thoroughly read written materials to draw out all relevant information to determine a proper course of action.

37	Ability to understand written regulations, statutes, court decisions, and other legal documents.
38	Ability to comprehend complex legal documents to determine a proper course of action.
39	Ability to 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.
40	Ability to read and interpret reports and/or charts and graphs to determine meaning/impact of data presented in program areas and/or on projects.
41	Ability to analyze written information to determine importance of correspondence as it relates to a case, procedure, or otherwise pertinent issue.
42	Knowledge of the rules of grammar, spelling, and punctuation to write and review documents in a concise manner.
43	Ability to summarize separate pieces of written information, including information of a complex or technical nature, into a clear and concise document.
44	Ability to extract relevant data and information from a larger body of material to summarize for reports or other work-related projects.
45	Ability to communicate information in writing clearly and concisely to audiences with varying levels of understanding.
46	Ability to write clear and concise instructions containing technical or legal information that are comprehensible by audiences with varying levels of understanding.
47	Ability to take accurate written notes when documenting information that is received verbally or in writing including information using legal terminology.
48	Ability to prepare written reports and summary sheets to address various needs of the office.
49	Ability to 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.
50	Knowledge of data collection techniques, such as surveys and interviews, to collect data for research and tracking activities.
51	Ability to utilize research strategies and methodologies to ensure the collection of appropriate data.
52	Ability to reconcile discrepancies in data and information to ensure accuracy.
53	Ability to perform basic mathematical calculations (e.g., addition, subtraction, multiplication, division).
54	Ability to identify, analyze, and evaluate situations or problems to determine and implement appropriate courses of action.
55	Knowledge of basic email functions including sending and receiving messages, attaching documents, and appending carbon copies (CC) and blind carbon copies (BCC).

56	Knowledge of electronic calendaring programs (e.g., Microsoft Outlook, Lotus Notes, Group Wise) for scheduling appointments and setting reminders.
57	Knowledge of information security procedures and processes to ensure the protection of personal, confidential, and sensitive information.
58	Ability to use a computer to input data, access information, and/or create materials and documents using a variety of software applications.
59	Ability to use spreadsheet software to compile, compute, organize, and present tables, graphs, and charts for use in reports and other tracking activities.
60	Ability to use the internet to conduct on-line research and obtain information related to departmental policies, procedures, and resources.
61	Ability to use word processing software to prepare reports, memoranda, correspondence, and other job-related documents and materials.
62	Ability to 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.
63	Knowledge of the principles of effective supervision, development, and training to supervise support staff.
64	Knowledge of State interview procedures to conduct hiring interviews with candidates to meet departmental staffing needs.
65	Knowledge of conflict resolution techniques to address and deal with conflicts and issues that may arise in the unit/branch.
66	Knowledge of team-building principles and techniques to promote a positive, cooperative, and professional work environment.
67	Knowledge of other departmental units', branches', divisions', and programs' services to identify opportunities for collaboration and cooperation with other entities.
68	Knowledge of departmental needs to identify and propose positions and/or equipment necessary for full functioning of the unit/branch.
69	Knowledge of methods of recognizing the efforts and accomplishments of staff to identify and acknowledge employee achievements.
70	Knowledge of progressive discipline to determine when disciplinary action is warranted and to recommend or apply appropriate action.
71	Knowledge of training techniques (e.g., on the job, classroom, coaching) to educate staff on topics relating to job tasks to improve performance and productivity.
72	Knowledge of 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).
73	Knowledge of 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.

74	Knowledge of the Equal Employment Opportunity (EEO) Program and the processes available to meet equal employment opportunity objectives.
75	Knowledge of the Employee Assistance Program (EAP) and the resources available to provide supportive services to employees.
76	Knowledge of the requirements of the Americans with Disabilities Act (ADA) and available measures to ensure compliance.
77	Knowledge of supportive services (e.g., catastrophic leave program, Family Medical Leave Act [FMLA], California Family Rights Act [CFRA]).
78	Ability to provide leadership in accomplishing basic functions and objectives in assigned programs.
79	Ability to foster respect for cultural, ethnic, and gender diversity, as well as their individual differences amongst staff members.
80	Ability to inspire confidence and effective working relationships with employees, managers, and leaders in government and industry to ensure the unit, operations, and activities run smoothly.
81	Ability to 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.
82	Ability to coach and mentor staff to develop skills, improve staff performance, and promote career development.
83	Ability to assign and delegate work to subordinate employees to ensure the unit/department operates effectively.
84	Ability to perform oversight on projects ensuring that end products or services are delivered on schedule, within the established budget, and in compliance with applicable laws.
85	Ability to establish goals and objectives to ensure clarity and direction for the unit/branch.
86	Ability to introduce changes in the unit/branch in a positive manner to ensure the unit runs efficiently.
87	Ability to monitor progress of assignments according to work plans.
88	Ability to lead by positive example in managing the employees of the unit/branch.
89	Ability to maintain high ethical standards in completing all assignments and projects.
90	Ability to interpret and apply provisions of applicable collective bargaining agreements when supervising represented employees.