

Sonoma County Office of Education – Job Description

Classified Management

ADMINISTRATIVE OPERATIONS SPECIALIST – LEGAL

Definition:

To relieve the General Counsel of routine administrative details, provide executive support and act as the General Counsel's liaison with staff, districts/schools, community members and other agencies, when assigned. To independently plan, organize, research, direct and coordinate a wide variety of high-quality and diverse administrative services and special projects.

Distinguishing Characteristics:

This assignment is within the Administrative Operations Specialist classification. This position provides professional level administrative support functions for diversified and evolving projects in an independent manner and requires the ability to serve in an advisory capacity to others.

Supervision Exercised and Received:

General Counsel provides supervision of this position. Employees in this class work independently within a broad framework of policies and procedures. Employees in this class direct, mentor and supervise classified personnel.

Example of Duties and Responsibilities:

Duties and Responsibilities may include, but are not limited to, the following:

- May represent the General Counsel and School & College Legal Services with districts/schools, government agencies, community members and businesses in order to further the mission, vision, goals and activities of School & College Legal Services.
- Plans, organizes, directs and coordinates the development of organizational communications, informational methods, procedures, services and products that create a climate of understanding about the mission, vision, goals and activities of School & College Legal Services.
- Conducts research and acts as a resource and advisor to the General Counsel and School & College Legal Services staff.
- Represents School & College Legal Services on committees which impact the Legal Office on behalf of the General Counsel.
- Recommends, devises and administers policy and procedure changes; understands and accurately represents School & College Legal Service's vision, mission, goals, policies and procedures to staff, district personnel and the community.
- Directs, develops and maintains a consistent flow of information which projects an accurate image of School & College Legal Services to staff, district personnel and the community.
- Supervises and oversees materials produced by others for internal and external distribution and provides direction in regard to content, credibility, readability, format/layout, style, grammar and/or composition.
- Defines and anticipates needs, concerns and potential problems; anticipates needs, initiates activities and applies correct policies toward resolution; mediates, counsels and resolves classified staff conflicts.
- Selects, trains, schedules and supervises classified employees, students and volunteers.
- Advises and mentors classified staff in proactive support role prior to disciplinary action or possible promotion.

- Exercises confidentiality in the treatment of sensitive information related to personnel matters; acts as an expert resource for classified contract and may be involved with contract negotiations.
- Schedules, oversees, arranges and facilitates activities and calendar of the General Counsel.
- Develops inventory standards; reviews and facilitates ordering process.
- Applies desktop publishing expertise to documents communicating School & College Legal Services functions, events, programs to internal and external audiences.
- Directs special projects assuring written and/or printed materials exemplify the quality and commitment of School & College Legal Services operations.
- Enters attorney time reports into the billing system, proofreads reports and finalizes reports after attorney review.
- Maintains case files and other project files, both electronic and hard copy, in an organized and timely manner.
- Indexes and files legal correspondence, emails, reports and other hard copy and electronic materials according to a prescribed breakdown. Independently classifies materials when proper classification is not specified in advance.
- Provides a full scope of senior-level secretarial services, often of a confidential or sensitive nature to the legal department having considerable dealings with School & College Legal Services' customers.
- Composes correspondence and other documents of an important and often confidential nature from dictation, brief instructions, notes, or personal knowledge and research. May require the selection and use of formats found in the legal profession. Verifies and corrects grammar and composition as required.
- Interviews persons to compile often confidential information for legal and administrative records and reports, requiring skill in questioning and prompting the delivery of difficult and sensitive explanations.
- Maintains budget records, billing systems and files. Prepares and inputs accounting forms, such as attorney expense reports, purchase orders, warehouse requests, budget and staffing requests. Receives and processes accounts payable, receives periodic printouts of financial activity and prepares summary reports. Assists in the budget development process by gathering and compiling required information.
- Indexes and files correspondence, emails, reports and other hard copy and electronic materials according to a prescribed breakdown. Independently classifies material when proper classification is not specified in advance.
- Searches information from files, records and libraries, compiling and preparing summary reports. May involve statistical calculations, checking, balancing and other related presentation formats.
- Prepares materials for attorney presentations and workshops. Coordinates workshops including making conference room reservations, preparing materials and supplies and obtaining refreshments for attendees. Coordinates attorney travel arrangements, including making hotel reservations, picking up and returning rental cars and ensuring the office vehicles are maintained.
- Completes data entry in an accurate and timely manner.
- Enters attorney time reports into the billing system, proofreads reports and finalizes reports after attorney review.
- Proofreads and corrects letters, correspondence, briefs, reports and other documents to conform with standards of English grammar and composition and business and legal standards and formats.
- Maintains attorney calendars, including deadlines, hearing dates and other important dates, in accordance with the attorney's preferences. Track deadlines and consult with the attorney as necessary to ensure deadlines are met.
- Maintains case files and other project files, both electronic and hard copy, in an organized and timely manner.
- Maintains files and prepares documents relating to collective bargaining negotiations, employee grievances and other matters of employer-employee relations.

- Maintains committee records, assists in the preparation of departmental reports by gathering and summarizing information from a variety of sources. Committee proceedings may cover sensitive and confidential information requiring careful handling of written proceedings.
- Screens incoming calls, mail and visitors in a professional and courteous manner, evaluating the relative importance of each and independently resolving routine matters or referring to others.
- Attends non-routine, often confidential, meetings to record significant elements of discussion and record official action verbatim. Prepares files, greets attendees and initiates follow through communications.
- May maintain certain fiscal records for the department budget, fund or case account, preparing and distributing invoices, requisitions, expense claims and vouchers.
- May monitor progress of claims and cases, noting and focusing on critical dates, notifying others of required communications and working with other departments and staff for testimony and response.
- Regularly has access to and may gather confidential information relating to collective bargaining negotiations, grievances and other matters of employer-employee relations.
- Performs administrative duties and coordinates for special projects or events involving multiple locations.
- May oversee the work of lower level secretarial and clerical team members.
- Performs other duties as required to accomplish the objectives of the position.

Employment Standards:

Knowledge of:

- Education issues, organizations and operations.
- Effective organization and communication strategies.
- Supervisory methods and techniques.
- Principles of budget development and preparation.
- Purchasing and standard accounting methods and practices.
- Basic office methods, practices and procedures.
- Standard office machines including computers.
- Techniques for planning, editing and designing newsletters, brochures and other publications.
- Methods, techniques and principles of graphic design using a variety of software, including desktop publishing.
- Written and oral communications, including language mechanics, syntax and English composition.
- Considerable knowledge of modern legal secretarial and legal office principles, organization, practices and methods.
- In-depth knowledge of the special practices, technicalities, formats and work methods for a legal department.
- Considerable knowledge of English grammar and composition, business and legal formats, spelling, proofreading, filing and record keeping.
- In-depth human relation skills to communicate technical and highly confidential information, to employ specific lines of inquiry and to maintain harmony in a work setting.
- Considerable knowledge of interviewing techniques.
- Math skills sufficient to compute sums, quotients, fractions, percentages and ratios.
- Safe work practices.

Ability to:

- Interpret and apply Education Code, policies and procedures and contact regulations.
- Understand the organization and operation of the County Office and of outside agencies as necessary to assume assigned responsibilities.
- Analyze situations carefully and adopt appropriate effective courses of action.

- Establish and maintain cooperative and effective working relationships with those contacted during the performance of job duties.
- Use discretion and maintain confidentiality as appropriate when communicating with others.
- Respond promptly to requests from internal and external clients; provide needed information, assistance, training, materials and resources.
- Plan, organize and prioritize own work to meet deadlines and accomplish assigned tasks within established timelines.
- Work independently in a variety of situations; work on several major projects simultaneously and follow through on tasks with minimal supervision.
- Understand and apply principles, techniques and procedures required for effective job performance.
- Accurately analyze and interpret information; communicate complex information effectively and appropriately.
- Analyze problems and evaluate alternate solutions leading to a recommended resolution.
- Coordinate assigned projects with County Office departments, districts, schools, community and other agencies.
- Deal effectively with a wide variety of personalities and situations requiring diplomacy, friendliness, poise and firmness.
- Understand and carry out complex oral and written instructions; use computers and their software packages.
- Direct, supervise, coordinate and evaluate the work of others.
- Organize, direct, coordinate and manage a variety of administrative projects and programs.
- Implement and administer special projects.
- Communicate effectively in a professional manner both orally and in writing.
- Effectively analyze administrative problems, budget requests and a variety of programs, systems and procedures.
- Maintain an orderly work environment and perform tasks in prescribed and safe manner.
- Maintain and improve professional skills and knowledge.
- Be flexible and receptive to change; demonstrate initiative.
- Perform all of the relevant duties of the position with only limited supervision.
- Initiate, develop and maintain office information systems.
- Keyboard to format and compose original correspondence onto specialized formats at a rate of 70 w.p.m.
- Conduct research from various sources, to perform basic mathematical operations; and to prepare legal correspondence and briefs.
- Originate, organize and maintain legal case files.
- Operate a personal computer, printers, specialized database software and voice recording devices.
- Analyze technical, complex and sensitive problems and to develop and apply appropriate solutions.
- Read, understand and apply information from labor contracts, legal materials and state, federal and local laws, regulations, policies and procedures.
- Understand statutes, court decisions, ordinances, resolutions and legal documents.
- Write correspondence on complex and sensitive matters in a professional manner.
- Maintain confidential and sensitive information.
- Prioritize work in order to meet multiple deadlines and conflicting schedules and maintain calendars.
- Work in a fast-paced environment with continually changing priorities.
- Support multiple attorneys simultaneously on different types of projects.
- Remain calm in stressful situations.
- Work effectively as part of a team devoted to customer service both within the office and externally for clients and others.

Computer Skills:

- Intermediate word processing skills, such as the ability to format, save files for cross-platform use and in different versions, compare versions of documents, work with toolbars, menus and rulers, insert graphics, use borders, create forms and templates, adjust formatting and print labels and envelopes.
- Intermediate database skills, such as the ability to sort and retrieve records; create layouts, reports, create and print mailing labels; perform mail merge for form letters; add, edit, delete fields and records.
- Intermediate spreadsheet skills, including the ability to open, modify, save and print a new or existing spreadsheet and enter text and numbers.
- Intermediate email skills, including the ability to send and open a file attachment, search emails, create email address lists and groups, archive emails in an organized manner and retrieve sent and received emails as necessary.
- Intermediate Internet usage including the ability to use browsers to view web pages, use a search engine, bookmark a site, download a file; print out web pages, copy text, edit bookmarks, print web pages and observe copyright regulations.
- Advanced electronic presentation software such as the ability to create a slide show, add new slides, change the template design, use transitions and other effects, create handouts, insert sounds and animation, set up and run a presentation from an LCD display or projector.

Education and Experience:

Any combination of education and experience that would provide the knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

- Demonstrated completion of at least a two (2) year college program which resulted in an Associates Degree or equivalent, with an emphasis in the legal field.
- Bachelor's Degree from an accredited college or university is preferred.
- Additional equivalent experience may be substituted for college education year for year.

Experience:

- Three (3) years of experience in a public or private agency working in the area of legal office management.

Physical Abilities:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Positions in this classification work indoors and sit for long periods of time.
- The position requires daily oral communication in person and on the telephone and frequent written communication.
- Requires speaking and hearing ability sufficient to hear over phone and carry on routine conversations.
- The work involves operating a computer, calculator, copier and other equipment and involves repetitive arm and hand movement.
- Requires hand-eye-arm and finger dexterity to use a personal computer keyboard and other common office equipment.
- Entering data by touch requires the ability to hear computer alarms for errors.
- Forms and copies are color coded, requiring the ability to distinguish among colors.
- Requires visual acuity sufficient to recognize people, words and numbers.
- Reaching and occasionally lifting up to twenty (20) pounds and in excess of twenty (20) pounds with assistance.
- Must have normal vision (20/20), corrected or uncorrected.

Work environment:

- Work is performed in an office environment with minimal exposure to health and safety considerations.

Other Requirements:

- Must be fingerprinted and a satisfactory Department of Justice records check must be received by SCOE, prior to employment.
- TB testing will be required upon employment.
- Must pass a pre-employment physical (if applicable).
- May be required to obtain first aid and CPR certificates within the first 6-12 months of employment.
- May be required to drive with or without students; some positions may require a current California driver license, proof of insurance and possible participation in the DMV Pull Notice Program once employed.

Other:

- Adopted: June 25, 2018
- FLSA Status: Exempt
- Bargaining Unit: Unrepresented
- Approved by: Personnel Commission