



**DENVER**  
THE MILE HIGH CITY

**Career Service Authority**

Denver's Human Resource Agency

201 W. Colfax, Department 412

Denver, CO 80202

p: 720.913.5751

f: 720.913.5720

[www.denvergov.org/csa](http://www.denvergov.org/csa)

## JOB SPECIFICATION UPDATE

TO: All agencies citywide  
FROM: Alena Martinez  
DATE: April 17, 2009  
SUBJECT: New and/or revised Job Specifications

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Attached are revised and/or new job specifications. These should be placed in your job specification book.

Old job specifications listed in the column "Job Specifications to be Removed" should be removed from your book and destroyed.

Agencies that hold only selected job specifications may discard those that are not classes within their agency.

### **New and Revised Job Specifications**

### **Job Specifications to be Removed**

Aviation Customer Service Supervisor  
Est. 03/08/2009

Aviation Customer Service Manager  
Rev. 03/08/2009

Operations Coordinator  
Est. 03/08/2009

Paralegal I  
Rev. 03/08/2009

Paralegal II  
Rev. 03/08/2009

Paralegal III  
Rev. 03/08/2009

Aviation Passenger Service Section Supervisor  
Est. 09/16/1995

Entry Paralegal  
Rev. 09/01/2006

Paralegal  
Rev. 09/01/2006

Legal Research Assistant  
Rev. 09/01/2006



## Career Service Authority

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# Aviation Customer Service Manager

### GENERAL STATEMENT OF CLASS DUTIES

Performs second level supervisory work over first-line supervisors of aviation customer service work at concourse and terminal information booths, airport call center, and other public areas of the airport, providing information and problem resolution to aviation passengers and the public at Denver International Airport.

### DISTINGUISHING CHARACTERISTICS

The Aviation Customer Service Manager performs second-level supervisory work over employees performing first-line supervisory duties and usually does not engage in the same work as the workers supervised. It is distinguished from the Aviation Customer Service Supervisor class who performs first-line supervisory duties over workers who perform aviation customer service work providing information and problem resolution to aviation passengers and the public at Denver International Airport.

#### ***Guidelines, Difficulty and Decision Making Level:***

Guidelines are in the form of stated objectives for the section, unit, function or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs or projects in various stages of completion.

#### ***Level of Supervision Received and Quality Review:***

Under managerial direction, the employee has personal accountability for carrying out the work objectives of an organizational unit or section within the scope of established guidelines and the mission of the agency or department. Employee is expected to resolve problems that arise in the normal course of the work. Work may be discussed with higher level supervisors and reviewed for soundness of judgment and feasibility of decisions.

#### ***Interpersonal Communications and Purpose:***

Contacts of a non-prescribed nature involving the negotiation and resolution of non-routine problems encountered and where exceptional degrees of discretion and judgment and specialized knowledge are required in carrying out the programs and policies of an organization.

***Level of Supervision Exercised:***

Supervises two or more first-line supervisors.

**ESSENTIAL DUTIES**

Directs and supervises the work of subordinate supervisors and employees involved in providing passenger services for the airport.

Develops and implements aviation customer service operational policies in accordance with departmental, state, and/or federal aviation mandates and/or legislation and ensures policies are regularly evaluated in accordance with legislation, governmental requirements, and standards.

Develops and improves relationships among various airport work groups by encouraging, developing, and strengthening cooperation and leadership in inter-group relations and communications.

Assists in developing and managing the budget for the aviation customer service section and allocating funds in order to accomplish division goals and objectives.

Determines the priorities, goals, and objectives of the aviation customer service staff.

Oversees daily briefings with management, peers, airlines, Airport Operations, Transportation Security Administration, Federal Aviation Administration, Immigration & Customs Enforcement, Federal Inspection Services, Airport Security, contractors, and outside agencies, covering significant information events that may have an operational impact on the traveling public.

Implements and interprets policies and procedures developed by higher level managers. Develops, recommends and coordinates the implementation of new procedures for the assigned function.

Directs the development of performance evaluation standards for functions managed within the guidelines set by top management. Formally evaluates the work of directly subordinate supervisor and/or staff.

Receives formal and informal grievances and conducts preliminary discussions for settlement when necessary. Initiates disciplinary action for employees when necessary and assists lower level supervisors as required.

Develops and implements staff training and development programs that provide opportunities for individual employee growth and long range development of employees.

Performs other duties as assigned or requested.

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Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

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**MINIMUM QUALIFICATIONS**

***Competencies, Knowledges & Skills:***

**Leadership** – Initiates and sustains action to accomplish the goals of an assigned area(s) by guiding and motivating others and gaining the confidence and active support of subordinates, peers, administrative staff from other organizations, internal and external customers, and

local stakeholder groups. Achieves voluntary commitment to shared values and goals and adapts leadership style to different situations.

**Human Resource Management** – Works with human resource staff to implement human resource policies to ensure accomplishment of organizational goals through effective recruitment, selection, training, performance appraisal, recognition, and corrective/disciplinary action, maintains effective employee relations, and complies with government/citywide regulations and policies.

**Managing Diverse Workforce** – Implements diversity policies for an assigned area(s), supports opportunities to recruit, develop, and retain a diverse workforce, and promotes teamwork, acceptance, and productivity among persons exhibiting cultural, ethnic, gender, and other individual differences.

**Planning and Evaluating** – Establishes objectives and strategies, identifies required resources, and develops plans for carrying out the work in a timely manner. Monitors and evaluates progress to ensure that policies are being implemented and adjusted as necessary to accomplish the organization's mission.

**Oral Communication** – Clearly communicates and explains organizational policies and work assignments to staff and communicates information about the assigned areas' activities to peers, higher-level managers, administrative staff of other organizations, and internal and external customers.

**Written Communication** – Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner appropriate for context, time, and place. Written materials are of a routine nature and affect the immediate assigned area(s).

**Interpersonal Skills** – Establishes and maintains constructive and cooperative interpersonal relationships with staff, peers, higher-level managers, staff from other organizations, internal and external customers, and local stakeholder groups to accomplish the department's mission. Adapts approach to different people and situations.

**Conflict Management** – Minimizes confrontations, disagreements, complaints, and grievances and resolves them in a constructive manner. Works with staff, higher-level managers, peers, administrative staff from other organizations, internal and external customers, and local stakeholder groups to generate areas of agreement and joint action.

**Financial Management** – Recommends, administers, allocates, negotiates, and monitors revenue and/or expenditures to ensure cost-effective management of an assigned area(s).

**Decisiveness** – Commits to action, even in uncertain situations, by making sound and timely decisions necessary to carry out programs, ideas, systems, or policies that affect an assigned area(s). Legal, public, and financial consequences are generally limited to the assigned area(s).

**Problem Solving** – Identifies and analyzes problems, uses sound reasoning to arrive at conclusions, finds alternative solutions to complex problems, and distinguishes between relevant and irrelevant information to make logical judgments.

**Flexibility** – Is open to new ideas, adapts to changing work situations and priorities by modifying existing plans and work methods that affect the assigned area(s), internal and external customers, and local stakeholder groups, and remains calm under pressure.

**Self-Direction** – Sets goals, takes initiative in implementing ideas, systems, or policies that affect an assigned area(s), manages time efficiently, encourages feedback, and invests in self-development.

**Client Orientation** – Applies quality management principles and processes for delivery of high-quality products and service(s) within an assigned area(s), meets routine demands of internal and external customers, and strives for continuous improvement.

**Contracting and Procurement** – Knowledge of various types of contracts, techniques for contracting or procurement, and contract negotiation and administration.

**Team Building** – Encourages and facilitates cooperation and open communication, promotes team work at all levels, cooperates with staff, higher-level managers, peers, administrative staff from other organizations, internal and external customers, and local stakeholder groups to accomplish the department's goals.

**Internal Controls/Integrity** – Follows guidelines to implement and maintain accounting and administrative controls for an assigned area(s) within an agency/department. Exhibits personal integrity, promotes ethical conduct by employees, and abides by the City's Code of Ethics.

**Technical Competence** – Is knowledgeable about the subject matter, procedures, requirements, regulations, and policies related to the area of responsibility. Provides expert advice to staff, higher-level managers, peers, administrative staff from other organizations, internal and external customers, and local stakeholder groups.

**Information Management** – Identifies a need for and knows where or how to gather information and organizes and maintains information or information management systems.

Knowledge of supervisory principles and practices sufficient to be able to perform a variety of supervisory functions.

Knowledge of budgeting principles and practices sufficient to be able to administer a budget to accomplish objectives.

Knowledge of airport service and resources sufficient to be able to assist the traveling public.

Knowledge of Federal and City laws, policies, and procedures sufficient to be able to monitor and report conditions in the airport that affect safety and security and create efficient passenger flow.

Skill in applying existing guidelines or creating new approaches to the development and modification of work plans, methods and procedures for the work unit or function.

Skill in prioritizing and scheduling work to allow for its efficient and effective completion.

Skill in communicating in stressful situations and with large groups.

***Physical Demands:***

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Sitting: remaining in the normal seated position.

Carrying: transporting an object usually by hand, arm, or shoulder.  
Reaching: extending the hand(s) and arm(s) in any direction.  
Handling: seizing, holding, grasping, or otherwise working with hands.  
Fingering: picking, pinching, or otherwise working fingers.  
Talking: expressing or exchanging ideas by means of spoken words.  
Hearing: perceiving the nature of sounds by the ear.  
Repetitive motions: making frequent movements with a part of the body.  
Eye/hand/foot coordination: performing work through using two or more.  
Vision Far Acuity: ability to see clearly at 20 feet or more.  
Vision Near Acuity: ability to see clearly at 20 inches or less.  
Depth Perception: ability to judge distance and space relationships.  
Field of Vision: ability to see peripherally.  
Accommodation: ability to adjust vision to bring objects into focus.

***Working Environment:***

Subject to varying and unpredictable situations.  
Subject to many interruptions.  
Pressure due to multiple calls and inquiries.

***Education Requirement:***

Bachelor's Degree in Business Administration, Public Administration, Sociology, Psychology, or a related field.

***Experience Requirement:***

Three years of supervisory experience in aviation customer service operations.

***Education/Experience Equivalency:***

A combination of appropriate education and experience may be substituted for the minimum education and experience requirements.

**CLASS DETAIL**

***FLSA CODE:*** Exempt

***ESTABLISHED DATE:*** 09/16/1995

***REVISED DATE:*** 03/08/2009

***REVISED BY:*** Steve Adkison

***CLASS HISTORY*** This class will replace the Aviation Passenger Service Section Supervisor established in September, 1995.



## Career Service Authority

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# Aviation Customer Service Supervisor

### GENERAL STATEMENT OF CLASS DUTIES

Supervises the customer service staff that performs aviation customer service work at concourse and terminal information booths, airport call center, and other public areas of the airport, providing information and problem resolution to aviation passengers and the public at Denver International Airport.

### DISTINGUISHING CHARACTERISTICS

The Aviation Customer Service Supervisor class performs first-line supervisory duties over workers who perform aviation customer service work providing information and problem resolution to aviation passengers and the public at Denver International Airport. It is distinguished from the Aviation Customer Service Manager who performs second-level supervisory work over employees performing first-line supervisory duties and usually does not engage in the same work as the workers supervised.

#### ***Guidelines, Difficulty and Decision Making Level:***

Guidelines are in the form of stated objectives for the section, unit, function or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs or projects in various stages of completion.

#### ***Level of Supervision Received and Quality Review:***

Under managerial direction, the employee has personal accountability for carrying out the work objectives of an organizational unit or section within the scope of established guidelines and the mission of the agency or department. Employee is expected to resolve problems that arise in the normal course of the work. Work may be discussed with higher level supervisors and reviewed for soundness of judgment and feasibility of decisions.

#### ***Interpersonal Communications and Purpose:***

Contacts of a non-prescribed nature involving the negotiation and resolution of non-routine problems encountered and where exceptional degrees of discretion and judgment and specialized knowledge are required in carrying out the programs and policies of an organization.

***Level of Supervision Exercised:***

Supervises two or more full-time employees who do not supervise.

**ESSENTIAL DUTIES**

Plans, organizes, administers, schedules, reviews and evaluates the work of the aviation customer service staff. Develops long/short range term goals and objectives for the assigned areas in conjunction with departmental plans and goals. Develops procedures and coordinates operations during airport events for the safety and security of passengers.

Communicates as a liaison to the Federal Aviation Administration, Transportation Security Administration, Denver Police Department, FBI and Airport Operations during special events such as train failures, power outages, inclement weather, red/amber alerts and any other incidents that have an operational impact on the traveling public.

Monitors airport activities to identify potential threats. Responsible for reporting unsafe conditions in conjunction with directives set forth by the Department of Homeland Security at a Category X airport.

Interprets, implements, and coordinates the requested needs of airport travelers for conventions, conferences, meetings, political delegations, VIP's and special needs organizations for expedited movement through DIA. Supervises the staff responsible for calls to the Aviation Customer Service call center.

Supervises and coordinates customer service staff within the Federal Inspections Service area under the direction of the Immigration Customs Enforcement Agents (ICE) by monitoring, responding to and assisting arriving international passengers.

Develops or modifies work plans, methods and procedures, determines work priorities and develops work schedules to provide adequate staff coverage. Provides work instruction and assists employees with difficult and/or unusual assignments; encourages innovation. Assigns and distributes work, reviews work for accuracy and completeness and returns assignments with recommendations for proper completion.

Conducts hiring interviews and selects candidate(s) for job opening(s).

Resolves problems encountered during daily operations and determines appropriate solutions; promotes teamwork. Encourages regular communication, informs staff of relevant business issues and their impact on the organization.

Develops the performance enhancement plan, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Develops and implements training and development plans and opportunities for subordinate staff.

Documents causes for disciplinary action and initiates letters of reprimand and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.

By position, participates in planning and managing budget systems; prepares and presents budget recommendations to higher management; adjusts work plans/activities as a result of budget changes.

Performs other duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

## MINIMUM QUALIFICATIONS

### ***Competencies, Knowledge's & Skills:***

**Internal Controls/Integrity** - Assures that effective internal controls are developed and maintained to ensure the integrity of the organization.

**Oral Communication** - Expresses ideas and facts to individuals or groups effectively, makes clear and convincing oral presentations, listens to others and facilitates an open exchange of ideas.

**Problem-Solving** - Identifies and analyzes problems; uses sound reasoning to arrive at conclusions; finds alternative solutions to complex problems; distinguishes between relevant and irrelevant information to make logical judgments.

**Written Communication** - Expresses facts and ideas in writing in a succinct and organized manner.

**Technical Competence** - Understands and appropriately applies procedures, requirements, regulations, and policies related to specialized expertise (for example, engineering, physical science, law, or accounting); maintains credibility with others on technical matters.

**Leadership** - Inspires, motivates and guides others toward goals; coaches, mentors and challenges staff, adapts leadership styles to various situations, models high standards of honesty, integrity, trust, openness and respect for individuals by applying these values daily.

**Flexibility** - Is open to change and new information; adapts behavior and work methods in response to new information, changing conditions or unexpected obstacles; effectively deals with pressure and ambiguity.

**Supervising a Diverse Workforce** - Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce. Implements diversity policies for subordinate staff; supports opportunities to recruit, develop and retain a diverse workforce; promotes teamwork, acceptance and productivity among diverse persons.

**Human Resources Management** - Empowers and mentors staff by sharing power and authority; develops lower levels of leadership; shares rewards with staff; ensures staff are appraised, developed, and are otherwise treated fairly.

**Interpersonal Skills** - Considers and responds appropriately to the needs, feelings and capabilities of others; adjusts approaches to suit different people and situations.

**Self Direction** - Demonstrates belief in own abilities and ideas; is self-motivated and results-oriented; recognizes own strengths and weaknesses; seeks feedback from others and opportunities for self-learning and development.

**Team Building** - Manages group processes; encourages and facilitates cooperation, pride, trust and group identity; fosters commitment and team spirit; works with others to achieve goals.

**Decisiveness** - Makes sound and well-informed decisions; perceives the impact and implications of decisions. Specifies goals and obstacles to achieving those goals, generates alternatives, considers

risks and evaluates and chooses the best alternative in order to make a determination, draw conclusions or solve a problem.

Knowledge of supervisory principles and practices sufficient to be able to perform elements of full, formal supervision.

Knowledge of supervisory principles and practices sufficient to be able to develop an employee performance enhancement plan and determine priorities.

Knowledge of supervisory principles and practices sufficient to be able to determine the most appropriate course of action in responding to grievances and in problem resolution/developing alternatives.

Knowledge of airport service and resources sufficient to be able to assist the traveling public.

Knowledge of Federal and City laws, policies, and procedures sufficient to be able to monitor and report conditions in the airport that affect safety and security and create efficient passenger flow.

Skill in applying existing guidelines or creating new approaches to the development and modification of work plans, methods and procedures for the work unit or function.

Skill in prioritizing and scheduling work to allow for its efficient and effective completion.

Skill in reviewing work for accuracy and completeness.

Skill in communicating in stressful situations and with large groups.

### ***Physical Demands:***

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Sitting: remaining in the normal seated position.

Carrying: transporting an object usually by hand, arm, or shoulder.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping, or otherwise working with hands.

Fingering: picking, pinching, or otherwise working fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Vision Far Acuity: ability to see clearly at 20 feet or more.

Vision Near Acuity: ability to see clearly at 20 inches or less.

Depth Perception: ability to judge distance and space relationships.

Field of Vision: ability to see peripherally.

Accommodation: ability to adjust vision to bring objects into focus.

***Working Environment:***

Subject to varying and unpredictable situations.  
Subject to many interruptions.  
Pressure due to multiple calls and inquiries.

***Education Requirement:***

Graduation from high school or possession of a GED Certificate.

***Experience Requirement:***

Three years of experience of the type and at the level of an Aviation Customer Service Agent.

***Education/Experience Equivalency:***

A combination of appropriate education and experience may be substituted for the minimum education and experience requirement.

**CLASS DETAIL**

***FLSA CODE:*** Exempt  
***ESTABLISHED DATE:*** 03/08/2009  
***REVISED DATE:***  
***REVISED BY:*** Steve Adkison  
***CLASS HISTORY*** This is a new class



## Career Service Authority

# Operations Coordinator

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### GENERAL STATEMENT OF CLASS DUTIES

Performs full performance professional work coordinating operational and/or administrative programs or functions, acting as a liaison to facilitate communication between sections/divisions, business/community groups, and/or the public, and serving as a technical advisor.

### DISTINGUISHING CHARACTERISTICS

This class performs full performance professional work coordinating operational and/or administrative programs or functions, acting as a liaison, and serving as a technical advisor. This class is distinguished from a Staff Assistant that performs paraprofessional level work assisting professional staff in the execution and application of a specific administrative function(s) to the operations of an organization. The Operations Coordinator is also distinguished from the Administrator I class that performs a variety of specific administrative activities/projects of limited scope in a specialized, functional area which requires a thorough foundation in the principles and practices of the functional area in order to maintain and improve the efficiency and effectiveness of the function and provide supportive, interpretive, and advisory information to higher level administrators, managers, and/or other stakeholders.

The Operations Coordinator is distinguished from the Program Administrator in that a Program Administrator performs full performance professional level work implementing, administering, and developing program activities and functions and provides technical expertise to program staff, other agencies, the community, and program participants. A Program Administrator administers a program that is defined as a specialized area with specific components that include its own policies, procedures, goals, objectives, budget, and tasks that distinguish it from the main body of a department/agency. A program may complement the core goals and objectives of an agency/department but it is separate from the functional areas that support the core goals and objectives. An Operations Coordinator coordinates operational/administrative programs and/or functions that support the core goals and objectives of a department/agency. Additionally, an Operations Coordinator is distinguished from a Program Coordinator that performs administrative and paraprofessional work organizing the administrative aspects for a program that is separate from the functional areas that support the core goals and objectives of an agency/department.

### ***Guidelines, Difficulty and Decision Making Level:***

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

***Level of Supervision Received and Quality Review:***

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

***Interpersonal Communications and Purpose:***

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, and gathered and discretion and judgment are required within the parameters of the job function.

***Level of Supervision Exercised:***

By position, performs lead work.

**ESSENTIAL DUTIES**

Coordinates operational and/or administrative program/functional activities, services, and regulatory requirements and serves as a liaison and central point of contact between various sections/divisions, customers, business/community organizations, and/or other stakeholders.

Serves as a technical advisor, provides consultative and technical guidance to city employees/managers and/or other stakeholders, and assists in resolving difficult and sensitive inquiries and complaints.

Recommends and implements new or revised operational/administrative policies, procedures, requirements, guidelines, and/or new directives and communicates the changes to employees and management.

Conducts surveys, compiles and analyzes trends/data, establishes systems for gathering and maintaining information pertinent to the program/functional area, and recommends revisions and/or changes.

Coordinates, implements, and monitors department/division specific training activities for the program/functional area including conducting needs assessments, evaluating training needs and effectiveness, and participating in instruction.

Communicates with a wide range of city staff and management, outside agencies, consultants, contractors, vendors, community/business groups, and the general public to share information and resolve problems or issues.

Prepares a variety of analytical and operational reports, correspondence, and other documentation and provides operational information and statistical data for management/departmental use.

Performs other related uses as assigned.

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Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

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## MINIMUM QUALIFICATIONS

### ***Competencies, Knowledge, & Skills:***

**Teamwork** – Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

**Influencing/Negotiating** – Persuades others to accept recommendations, cooperate, or change their behavior, works with others toward an agreement, and negotiates to find mutually acceptable solutions.

**Interpersonal Relationship and Service Orientation** – Demonstrated competency in working with a wide range of government departments with diverse business needs, interests, expectations, and requirements.

**Reading** - Understands and interprets written material including technical material, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written material to specific situations.

**Writing** – Recognizes or uses correct English grammar, punctuation, and spelling, communicates information in a succinct and organized manner, and produces written information including technical material that is appropriate for the intended audience.

**Planning and Evaluating** – Organizes work, sets priorities, and determines resource requirements, determines short- or long-term goals and strategies to achieve them, coordinates with other organizations or parts of the organization to accomplish goals, and monitors progress and evaluates outcomes.

**Conflict Management** – Manages and resolves conflicts, grievance, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

**Problem Solving** – Identifies problems, determines accuracy and relevance of information, uses sound judgment to generate and evaluate alternatives, and makes recommendations.

**Customer Service** - Works with customers to assess needs, provide assistance, resolves problems, and satisfy expectations, knows products and services, and is committed to providing quality products and services.

**Diversity** – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

**Organizational Awareness** – Knows the organization's mission and function and how its social, political, and technological systems work and operates effectively with them including the program, policies, procedures, rules and regulation of the organization.

**Oral Communication** - Expresses ideas and facts to individuals or groups effectively, makes clear and convincing oral presentations, listens to others, and facilitates an open exchange of ideas.

**Self-Management** - Sets well-defined and realistic personal goals, displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner, works with minimal supervision, is motivated to achieve, and demonstrates responsible behavior.

**Reasoning** - Identifies rules, principles, or relationships that explain facts, data, or other information, analyzes information, and makes correct inferences or draws accurate conclusions.

**Interpersonal Skills** - Shows understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, may deal with people who are difficult, hostile, and/or distressed, relates well to people from varied backgrounds and situations, and is sensitive to individual differences.

**Decision Making** - Makes sound, well-informed, and objective decisions, perceives the impact and implications of decisions, commits to action even in uncertain situations to accomplish goals, and causes change.

**Information Management** – Identifies a need for and knows where and how to gather information and organizes and maintains information or information management systems.

***Physical Demands:***

Sitting: remaining in the normal seated position.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

***Working Environment:***

Pressure due to multiple calls and inquiries.

Subject to many interruptions.

Subject to varying and unpredictable situations.

***Education Requirement:***

Bachelor's Degree.

***Experience Requirement:***

Three years of paraprofessional experience coordinating programs and/or assisting professional/management staff with administrative or operational functions.

***Education/Experience Equivalency:***

Additional appropriate education may be substituted for the one year of the minimum experience requirement.

Additional appropriate experience may be substituted for the minimum education requirement.

**CLASS DETAIL**

**FLSA CODE:** Exempt

**ESTABLISHED DATE:** 03/08/2009

**ESTABLISHED BY:** Patricia Anderson

**CLASS HISTORY** This is a new class.



## Career Service Authority

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### Paralegal I

#### **GENERAL STATEMENT OF CLASS DUTIES**

Performs entry-level paraprofessional legal work assisting attorneys with legal support work. This includes research, analysis, drafting various legal documents, and providing basic paralegal assistance.

#### **DISTINGUISHING CHARACTERISTICS**

This is the first class of three level paralegal series. However, this is not a progressive series. The Paralegal I performs entry-level paraprofessional legal work which is distinguished from the Paralegal II, which performs standard/intermediate level paraprofessional legal work assisting attorneys with legal support work such as research, analysis, drafting various legal documents, and providing standard/intermediate level paraprofessional support in transactional, litigation cases and any other such matters as needed. The Paralegal I is distinguished from the Paralegal III which performs full-performance advanced level paraprofessional legal work assisting attorneys with complex legal support work that involves the full-range of advanced paralegal services by gathering and analyzing legal data, informing attorneys/management on the findings and recommending appropriate courses of action. The Paralegal I is distinguished from the Legal Secretary that performs secretarial duties utilizing legal terminology, procedures, and documents. This class is also distinguished from the Investigative Legal Research Assistant, which handles the habitual criminal cases only.

#### ***Guidelines, Difficulty and Decision Making Level:***

Procedures, methods and techniques to be used are well established with options to be considered well defined. Tools, work aids and materials to be used are specified.

Work steps are demonstrated or made clear by straightforward oral and/or written instructions. Detailed oral and/or written instructions are normally given during the training period. Duties assigned are basic and primarily routine, repetitive and restricted in intricacy with little or no discretion in how they are carried out.

#### ***Level of Supervision Received and Quality Review:***

Under close supervision, the employee receives training to develop skills and abilities in a specific line of work or general occupational area. Work product is subject to close, continuous inspection.

#### ***Interpersonal Communications and Purpose:***

Contacts with the public or employees where factual information relative to the organization or its functions is received and relayed, or a service rendered, according to established procedures or instructions.

***Level of Supervision Exercised:***

None

**ESSENTIAL DUTIES**

Reviews, analyzes, and identifies various documentation by conducting legal and factual research into various cases and/or matters. Prepares and provides materials, documentation, and reports on the research results.

Assists with the preparation of basic pleadings such as motions, summons, subpoenas, exhibits, resolutions and requests and responses to discovery and prepares other legal documents as requested or required. Provides litigation support to attorneys in various cases and/or matters such as depositions, trials and hearings.

Assembles and prepares documentation and/or exhibits based on materials developed during investigatory and discovery stages. Assists other Paralegals, at higher levels, with the preparation of witness binders for deposition and trial. Prepares exhibits for hearings including assembling and preparing trial notebooks and/or exhibits.

Assists with depositions and trials by preparing necessary documentation to commence, continue, or terminate proceedings as instructed.

Provides support functions for documentation control, coordinating exhibits and witnesses during trials and hearings, and provides immediate research and documentation retrieval when called upon. Arranges for documentation reproduction and maintains records of the related job functions.

Assists attorneys with interviewing clients, gathering, analyzing, and researching data such as statutes, decisions, legal articles, codes and regulations. Prepares drafts of written legal documents as necessary.

Assists with minimal investigation of facts to determine causes of action and assists in case preparation.

Assists in setting up case files, prepares requests and obtains necessary documentation.

Organizes and indexes case/matter documentation making it available and easily accessible to attorneys. Files legal documentation in the proper court or filing system.

Assists in administering routine contract preparation/execution, responds to client inquiries/communications and performs document management.

Drafts contracts and other routine transactional documents and prepares exhibits and other attachments.

Facilitates open records requests and meetings.

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Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

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## MINIMUM QUALIFICATIONS

### ***Competencies, Knowledges & Skills:***

**Reading** – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

**Integrity/Honesty** – Contributes to maintaining the integrity of the organization; displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; is trustworthy; maintains confidentiality.

**Writing** – Recognizes or uses correct English grammar, punctuation, and spelling; communicates information in a succinct and organized manner; produces written information, which may include technical material, that is appropriate for the intended audience.

**Self-Management** – Sets well-defined and realistic personal goals; displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.

**Interpersonal Skills** – Show understanding, courtesy, tact, empathy, concern; develops and maintains relationships; may deal with people who are difficult, hostile, distressed; relates well to people from varied backgrounds and situations; is sensitive to individual differences.

**Attention to Detail** – Is thorough when performing work and conscientious about attending to detail.

**Legal, Government and Jurisprudence** – Knowledge of laws, legal codes, court procedures, precedents, legal practices and documentation, government regulations, executive orders, agency rules, government organization and functions, and the democratic political process.

**Reasoning** – Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

**Oral Communication** – Expresses information to individuals or groups effectively, taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.

**Information Management** – Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.

**Flexibility** – Is open to change and new information; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with ambiguity.

**Problem Solving** – Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

**Stress Tolerance** – Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).

**Memory** – Recalls information that has been presented previously.

Knowledge of legal research techniques and civil investigation procedures sufficient to be able to determine relevant information, locate reference material, compile and analyze appropriate information and formulate logical recommendations.

Skill in the use of computer software, including word processing, spreadsheet, document management, electronic mail and database programs.

***Physical Demands:***

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Sitting: remaining in the normal seated position.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Near Vision: ability to see details at close range (within a few feet of the observer).

***Working Environment:***

Subject to varying and unpredictable situations

Subject to many interruptions

Subject to long irregular hours

***Education Requirement:***

Possession of Paralegal Certification/Degree from an accredited institution.

***Experience Requirement:***

None

***Education/Experience Equivalency:***

Completion of one year of law school at an accredited institution may be substituted for the minimum education requirements.

***Licensure and/or Certification:***

None.

**CLASS DETAIL**

***FLSA CODE:*** Non-Exempt

***ESTABLISHED DATE:*** 07/16/2005

**REVISED DATE:** 03/08/2009

**REVISED BY:** Hameed Pousti

**CLASS HISTORY:** This class was created during the Paralegal Class Maintenance Review to provide entry to the paralegal series.  
8/2006 - Clarified the performance location of the classification by deleting the general term "legal department" and consistently specifying City Attorney's Office, District Attorney's Office or Career Service Hearing Office.  
3/2009 - New class title created to replace the Entry Paralegal.



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### Paralegal II

#### **GENERAL STATEMENT OF CLASS DUTIES**

Performs standard/intermediate level paraprofessional legal work assisting attorneys with full-range of legal support work such as research, analysis, drafting various legal documents, and providing full-range standard level paralegal assistance.

#### **DISTINGUISHING CHARACTERISTICS**

This is the second class of three level paralegal series. However, this is not a progressive series. This class performs standard/intermediate level paraprofessional legal work and is distinguished from the Paralegal I which performs entry-level paraprofessional legal work assisting attorneys with legal support work such as research and analysis, drafting of various legal documents, and providing basic paralegal assistance. The Paralegal II is distinguished from the Paralegal III which performs full-performance advanced level paraprofessional legal work assisting attorneys with legal support work that involves the full-range of advanced paralegal services by gathering and analyzing legal data, informing attorneys/management on the findings and recommending appropriate courses of action. The Paralegal II functions in the form of operational decision-making with patterned complexity; whereas the Paralegal III involves highly complex cases/matters involving attorneys which require process decision-making based on arguments and strategies where the consequences of errors are high. This class is also distinguished from the Investigative Legal Research Assistant, which handles the habitual criminal cases only.

#### ***Guidelines, Difficulty and Decision Making Level:***

Guidelines are generally numerous, well established and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

#### ***Level of Supervision Received and Quality Review:***

Under normal supervision, within a standardized work situation, the employee performs duties common to the line of work without close supervision or detailed instruction. Work product is subject to continual review.

***Interpersonal Communications and Purpose:***

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered or presented and presented and some degree of discretion and judgment are required within the parameters of the job function.

***Level of Supervision Exercised:***

By position, performs lead work.

**ESSENTIAL DUTIES**

Conducts research and studies in order to summarize laws, court decisions, and other legal authorities for use in the preparation of cases, transactional matters, opinions, pleadings, briefs, and other documentation. Investigates the facts of cases and ensures that all relevant information is considered.

Collects, compiles, organizes, and analyzes various data for use in reports and documentation. Prepares and presents written legal analysis, reports, and recommendations to attorneys.

Drafts complaints, affidavits, motions, interrogatories, and other pleadings connected with trial preparation and/or discovery.

Provides paraprofessional legal support services, manages case/matter documentation, facilitates open records requests and/or meetings and assists in transactional cases/matters.

Assists attorneys at depositions/trials in the preparation of motions, briefs, depositions, and pleadings. Provides immediate research and document retrieval when called upon during trial, provides litigation support to attorneys at depositions/trials, and hearings.

Assembles and prepares documentation/exhibits based on materials developed during the investigatory/discovery stage, checks legal citations by proofreading for substance and format including conformance with approved standards, and prepares witness and exhibit binders for deposition/trial.

Assists in administering contract preparation/execution, responds to client inquiries/communications and performs document management.

Provides support functions for document control, coordinating exhibits and witnesses during trials and hearings, and providing immediate research and documentation retrieval when called upon. Organizes and indexes case documentation.

Locates witnesses and interviews, subpoenas, assists attorneys in preparing for depositions/trials, and prepares witness statements.

Organizes and tracks case/matter documentation and ensures they are available and easily accessible to attorneys. Files documents in the proper filing system.

Assists in setting up case or transactional matter files and prepares requests and obtains necessary documentation.

Prepares exhibits for hearings or transactions and assembles and prepares trial notebooks, exhibits and/or standard closing documents.

Assists in the preparation and revision of routine contracts and responds to counter proposals and/or related documentations/exhibits. Prepares correspondence and legal documents requiring thorough knowledge of the Rules of Civil Procedure, Rules of Evidence, legal format, terminology, and procedures.

By position, performs lead work such as, provides work instruction, assists employees with difficult/unusual assignments, resolves problems encountered during daily operations and determines appropriate solutions.

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Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

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## MINIMUM QUALIFICATIONS

### ***Competencies, Knowledges & Skills:***

**Reading** – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

**Integrity/Honesty** – Contributes to maintaining the integrity of the organization; displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; is trustworthy; maintains confidentiality.

**Writing** – Recognizes or uses correct English grammar, punctuation, and spelling; communicates information in a succinct and organized manner; produces written information, which may include technical material, that is appropriate for the intended audience.

**Self-Management** – Sets well-defined and realistic personal goals; displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.

**Interpersonal Skills** – Show understanding, courtesy, tact, empathy, concern; develops and maintains relationships; may deal with people who are difficult, hostile, distressed; relates well to people from varied backgrounds and situations; is sensitive to individual differences.

**Attention to Detail** – Is thorough when performing work and conscientious about attending to detail.

**Legal, Government and Jurisprudence** – Knowledge of laws, legal codes, court procedures, precedents, legal practices and documents, government regulations, executive orders, agency rules, government organization and functions, and the democratic political process.

**Reasoning** – Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

**Memory** – Recalls information that has been presented previously.

**Flexibility** – Is open to change and new information; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with ambiguity.

**Problem Solving** – Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

**Information Management** – Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.

**Oral Communication** – Expresses information to individuals or groups effectively, taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.

**Stress Tolerance** – Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).

Knowledge of federal and state trial procedures, discovery procedures and rules of evidence sufficient to be able to provide technical, legal, and civil investigation support for attorneys during trial preparation and at trial.

Knowledge of legal research techniques and civil investigation procedures sufficient to be able to determine relevant information, locate reference material, compile and analyze appropriate information and formulate logical recommendations.

Skill in the use of computer software, including word processing, spreadsheet, document management, electronic mail and database programs.

Skill in conducting legal research, including the use of Lexis, Westlaw, CD-Rom services, Internet services and library materials.

### ***Physical Demands:***

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Sitting: remaining in the normal seated position.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Near Vision: ability to see details at close range (within a few feet of the observer).

### ***Working Environment:***

Subject to varying and unpredictable situations

Subject to many interruptions

Subject to long irregular hours

### ***Education Requirement:***

Possession of Paralegal Certification/Degree from an accredited institution.

### ***Experience Requirement:***

2 years of full-time paralegal experience in a public or private law office, not including internships.

***Education/Experience Equivalency:***

Completion of one year of law school at an accredited institution may be substituted for the minimum education requirements.

***Licensure and/or Certification:***

None.

**CLASS DETAIL**

***FLSA CODE:*** Non-Exempt

***ESTABLISHED DATE:*** 09/16/1995

***REVISED DATE:*** 03/08/2009

***REVISED BY:*** Hameed Pousti

***CLASS HISTORY:*** This class was revised into the new format during the Paralegal Class Maintenance Review.  
8/2006 - Clarified the performance location of the classification by deleting the general term "legal department" and consistently specifying City Attorney's Office, District Attorney's Office or Career Service Hearing Office.  
3/2009 - New class title created to replace the Paralegal.



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### Paralegal III

#### **GENERAL STATEMENT OF CLASS DUTIES**

Performs full-performance advanced level paraprofessional legal work assisting attorneys with legal support work that involves the full-range of advanced paralegal services by gathering and analyzing legal data, informing attorneys/management on the findings and recommending appropriate courses of action.

#### **DISTINGUISHING CHARACTERISTICS**

This is the third class of three level paralegal series. However this is not a progressive series. The Paralegal III performs full-performance advanced level paraprofessional legal work which involves highly complex cases/matters involving attorneys which require process decision making based on arguments and strategies where the consequences of errors are high. This class is distinguished from Paralegal II, which performs standard/intermediate level paraprofessional legal work assisting attorneys with full-range of legal support work such as research, analysis, drafting various legal documents, and providing full-range standard level paralegal assistance. The nature of, and need for, analysis and/or judgment for the Paralegal III is formulative and in the form of process decision making; whereas the Paralegal II functions in the form of operational decision-making with patterned complexity.

This is a complex legal support work class which evaluates the relevance and importance of case law, legal theories, concepts, and principles in order to tailor them to develop a different approach/tactical plan to fit specific circumstances. Work involves performing the full-range of advanced paralegal support work such as performing research, informing attorneys/management on the findings, recommending appropriate courses of action and precedent cases upon which arguments and/or strategies may be based. The Paralegal III is distinguished from the Paralegal I, which performs entry-level paraprofessional legal work assisting attorneys with legal support work. This includes research, analysis, drafting various legal documents, and providing basic paralegal assistance. This class is also distinguished from the Investigative Legal Research Assistant which handles the habitual criminal cases only.

#### ***Guidelines, Difficulty and Decision Making Level:***

Guidelines are generally in the form of stated objectives only, with issues and factors largely undefined, requiring the employee to exercise creativity and ingenuity in devising criteria, techniques, strategy and methodologies for approaching assigned functions or projects.

Duties performed involve concepts, theories and concrete factors to be evaluated and weighed, requiring a high degree of analytical ability, and independent judgment and decision-making.

Work assignment is generally unstructured and employee is responsible for organizing complex, varied and simultaneous coordination of several functions, programs or projects in various stages of completion.

***Level of Supervision Received and Quality Review:***

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

***Interpersonal Communications and Purpose:***

Contacts of a remedial nature involving the resolution of problems and where some degree of discretion and judgment are required in carrying out a major program and/or function of the organization.

***Level of Supervision Exercised:***

By position, performs lead work.

**ESSENTIAL DUTIES**

Plans/determines the work processes including establishing the set of operational activities that needs to be used in conducting legal research, analyzing legal issues and/or matters, and recommending strategies based on the findings. Conducts legal/factual research including library and/or automated fact findings on a variety of legal topics such as precedents, ordinances, and applicable existing Federal/State case law.

Examines individual cases and/or matters by evaluating the various components of the cases/matters and conclusions that result in processes utilizing the application of known and established case law, legal theory, principles, conceptual models, professional paralegal standards, and precedents in order to determine their relationship to the cases and/or matters.

Evaluates the relevance and importance of case law, statutes and their applicability to specific legal cases/matters in order to formulate recommendations for approaches and strategies to resolve cases/matters or provide information to clients.

Assists attorneys at depositions/trials by assisting in the preparation of motions, briefs, depositions, and pleadings, provides immediate research and document retrieval when called upon during trial, and provides litigation support to attorneys at depositions, trials, and hearings.

Assembles and prepares documentation and/or exhibits based on materials developed during the investigatory and/or discovery stage, checks legal citations by proofreading for substance and format including conformance with approved standards, and prepares witness and exhibit binders for deposition, trial or transactional closings.

Identifies, locates and interviews expert-witnesses, assists in preparing witnesses for examination during depositions, hearings and trials, analyzes and digests deposition testimony, transcripts and appellate record.

Assists in the preparation and revision of complex contracts, and responds to counter proposals and/or related documentation/exhibits. Prepares correspondence and legal documents requiring thorough knowledge of the Rules of Civil Procedure, Rules of Evidence, legal format, terminology, and procedures.

Conducts research and studies in order to summarize laws, court decisions, and other legal authorities for use in the preparation of cases, opinions, pleadings, briefs, and other documentation. Investigates information for facts on cases/matters ensuring that all relevant information is considered and available to the attorneys.

Collects, compiles, organizes and analyzes various data for use in reports and documentation and prepares written legal analysis and recommendations. Prepares and presents reports and participates in the policy recommendation stage based on the research results.

Drafts complaints, affidavits, motions, interrogatories, and other pleadings connected with trial preparation and/or discovery.

Assists in setting up case/transactional matter files, prepares requests and obtains necessary documentation. Prepares exhibits to support the case/matter, assembles and prepares trial notebooks/exhibits and/or standard closing documents.

Manages exhibits/documents associated with complex cases/transactions, administrates contract preparation/execution of the complex transactions, and reviews documents, title work associated with complex closings,

Performs extensive emergency research, locating relevant points of law and other legal authority for attorneys currently in trial or involved in negotiations.

By position, performs lead work such as, provides work instruction, assists employees with difficult/unusual assignments, resolves problems encountered during daily operations and determines appropriate solutions, determines work priorities, develops work schedules to provide adequate coverage, documents performance, and provides performance feedback.

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Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

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## MINIMUM QUALIFICATIONS

### ***Competencies, Knowledges & Skills:***

**Reading** – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

**Integrity/Honesty** – Contributes to maintaining the integrity of the organization; displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; is trustworthy; maintains confidentiality.

**Writing** – Recognizes or uses correct English grammar, punctuation, and spelling; communicates information in a succinct and organized manner; produces written information, which may include technical material, that is appropriate for the intended audience.

**Self-Management** – Sets well-defined and realistic personal goals; displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.

**Interpersonal Skills** – Show understanding, courtesy, tact, empathy, concern; develops and maintains relationships; may deal with people who are difficult, hostile, distressed; relates well to people from varied backgrounds and situations; is sensitive to individual differences.

**Attention to Detail** – Is thorough when performing work and conscientious about attending to detail.

**Legal, Government and Jurisprudence** – Knowledge of laws, legal codes, court procedures, precedents, legal practices and documents, government regulations, executive orders, agency rules, government organization and functions, and the democratic political process.

**Reasoning** – Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

**Memory** – Recalls information that has been presented previously.

**Flexibility** – Is open to change and new information; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with ambiguity.

**Problem Solving** – Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

**Information Management** – Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.

**Oral Communication** – Expresses information to individuals or groups effectively, taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.

**Stress Tolerance** – Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).

Knowledge of federal and state trial procedures, discovery procedures and rules of evidence sufficient to be able to provide technical, legal, and civil investigation support for attorneys during trial preparation and at trial.

Knowledge of legal research techniques and civil investigation procedures sufficient to be able to determine relevant information, locate reference material, compile and analyze appropriate information and formulate logical recommendations.

Skill in the use of computer software, including word processing, spreadsheet, document management, electronic mail and database programs.

Skill in conducting legal research, including the use of Lexis, Westlaw, CD-Rom services, Internet services and library materials.

### ***Physical Demands:***

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Sitting: remaining in the normal seated position.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.  
Near Vision: ability to see details at close range (within a few feet of the observer).

***Working Environment:***

Subject to varying and unpredictable situations  
Subject to many interruptions  
Subject to long irregular hours

***Education Requirement:***

Possession of Paralegal Certification/Degree from an accredited institution.

***Experience Requirement:***

3 years of full-time paralegal experience in a public or private law office, not including internships.

***Education/Experience Equivalency:***

Completion of one year of law school at an accredited institution may be substituted for the minimum education requirement.

***Licensure and/or Certification:***

None.

**CLASS DETAIL**

***FLSA CODE:*** Non-Exempt

***ESTABLISHED DATE:*** 09/16/1995

***REVISED DATE:*** 03/08/2009

***REVISED BY:*** Hameed Pousti

***CLASS HISTORY:*** This class was revised into the new format during the Paralegal Class Maintenance Review.  
8/2006 - Clarified the performance location of the classification by deleting the general term "legal department" and consistently specifying City Attorney's Office, District Attorney's Office or Career Service Hearing Office.  
3/2009 - New class title created to replace the Legal Research Assistant.