

# LEGAL OFFICE ADMINISTRATOR I

## OPEN SPOT- SACRAMENTO, LOS ANGELES



State of California  
DEPARTMENT OF  
JUSTICE  
P.O. BOX 944255  
Sacramento, CA 94244-2550

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CALIFORNIA STATE GOVERNMENT • AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION.

IT IS THE OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES OF GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

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**FINAL FILING DATE**     **June 29, 2009**-Examination Applications (Form STD. 678) must be **POSTMARKED (U.S. MAIL)** no later than the final filing date. Applications must have an original signature. Applications postmarked, personally delivered, faxed or received via interoffice mail after the final filing date **will not** be accepted for any reason.

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**WHO CAN APPLY**     Persons who meet the minimum qualifications by the final filing date as stated on this bulletin. This is an Open Examination. Applications will not be accepted on a promotional basis.

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**HOW TO APPLY**     Examination Application Form (STD 678) may be downloaded from the State Personnel Board's website at [www.spb.ca.gov](http://www.spb.ca.gov). Applications must be mailed to or filed in person with:

**Mailing Address:**  
Department of Justice  
Testing and Selection Unit  
P.O. Box 944255  
Sacramento, CA 94244-2550

**File in Person:**  
Department of Justice  
Testing and Selection Unit  
1300 "I" Street, 1st Floor Lobby  
Sacramento, CA 95814

**DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD, ONLINE, VIA INTER-AGENCY MAIL OR FAX.**

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**RECRUITMENT SURVEY**     As part of the application process, please follow [this web link](#) to complete a recruitment survey. If you are viewing this in paper form, visit the following website at [www.ag.ca.gov/careers/exams.php](http://www.ag.ca.gov/careers/exams.php)

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**SPECIAL TESTING ARRANGEMENTS**     If you are an individual with a disability and need reasonable accommodation to participate in this examination, please mark the box in question #2 on the "Examination Application". You will be notified in writing to determine what assistance can be provided.

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**QUALIFICATIONS APPRAISAL INTERVIEW**     Eligible candidates will be notified by mail approximately ten (10) days in advance of the qualifications appraisal interview date. It is anticipated that oral interviews will be held during **July/ August 2009**.

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**SALARY RANGE**     **\$4245-\$5161-Legal Office Administrator I**

The salaries used in this bulletin are the latest available from the State Controller's Office, but may not reflect the most recent salary adjustment.

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**ELIGIBLE LIST INFORMATION**     A departmental eligible list will be established for the Department of Justice. The list will be abolished **12** months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

**Positions exist with the Department of Justice in Sacramento and Los Angeles only.**

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**REQUIREMENTS  
FOR ADMITTANCE  
TO THE  
EXAMINATION**

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All applicants must meet the education and/or experience requirements for this examination by the final filing date. All application/resumes must include "To" and "From" employment dates (Month/Day/Year), time base, and applicable classification titles.

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**MINIMUM  
QUALIFICATIONS**

The following patterns may be combined proportionally, when applicable to meet the overall requirements. All applicants must meet the education and/or experience requirement for this examination by the final filing date.

**Legal Office Administrator I**

**Either I**

One year of experience in the California State service performing the duties of a Legal Support Supervisor II.

**Or II**

Two years of experience in the California State service performing the duties of a Legal Support Supervisor I.

**Or III**

Four years of experience supervising a large legal clerical and secretarial staff. This experience must include at least one year with administrative responsibility for planning, organizing and coordinating the work; establishing procedures; selecting, training, and evaluating personnel; and employee relations. (Experience in California state service applied toward this requirement must have been performing the duties of a class with a level of responsibility not less than Legal Support Supervisor I.)

**DEFINITION OF  
TERMS**

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The words "**performing the duties of...**" means the applicant must have the amount of experience in State service in the class specified (or on a training and development (T&D), limited term, or approved out-of-class assignment to the class.)

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**POSITION  
DESCRIPTION**

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The Legal Office Administrator I have charge of large legal clerical support operations and provide the full range of staff and administrative support to the office, attorneys and program managers. Typically, the Legal Office Administrator I will have only one level of subordinate supervisors on the Legal Support Supervisor series.

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**EXAMINATION  
INFORMATION**

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This examination will consist of a Qualifications Appraisal Interview (QAP) that will consist of predetermined job related questions. Candidates will be provided a copy of the interview questions to review for a brief period of time before entering the interview room. The interview panel evaluates the candidate's responses to each of the questions using a predetermined rating scale and predetermined scoring criteria. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained. This testing component measures the following knowledge, skills, and abilities:

**QUALIFICATIONS APPRAISAL INTERVIEW-WEIGHTED 100%**

**Knowledge of:**

1. Conflict resolution techniques to address and deal with conflicts and issues that may arise in the work group such that a positive, cooperative, and professional work environment results.
2. Effective time management techniques to provide for efficient prioritization and completion of work assignments for self and subordinate staff.
3. Cultural differences of a diverse subordinate staff to ensure that supervisory decisions and expectations related to staff interaction, work task completion, assignment of work, and general oversight activities take into consideration the needs of each staff member individually and collectively.
4. Effective supervisory principles, practices, and techniques to appropriately and effectively plan, oversee, and direct the work activities of subordinate staff.
5. Equal employment opportunity regulations and objective to promote the department's equal employment opportunity policies and goals in making hiring and employment decisions.

**EXAMINATION  
INFORMATION  
(CONTINUED)**

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**Skill to:**

1. Effectively and appropriately deal with frustrated, angry, or otherwise emotional individuals of over the telephone and in person.
2. Implement methods and means of monitoring and improving employee performance to ensure and enhance employee productivity and the equitable distribution of work.
3. Handle and resolve conflicts, confrontations, and disagreements in a positive, constructive manner to minimize negative personal impact.
4. Counsel and guide employees regarding performance expectations, task completion, and overall performance issues.
5. Efficiently manage workload and assignments meeting overall objectives and specific deadlines.
6. Listen to other to facilitate an open exchange of ideas and provide for effective two-way communication.
7. Introduce changes in the work unit in a positive manner in an effort to generate support for the changes to minimize impact or perceived impact on staff.
8. Plan and design methods and means of monitoring and improving employee performance to ensure and enhance employee productivity and the equitable distribution of work.
9. Communicate effectively in stressful situations.

**SPECIAL PERSONAL  
CHARACTERISTICS**

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Demonstrated capacity for assuming increasing responsibility, organizing, open-mindedness, and tact.

**ADDITIONAL  
DESIRABLE  
QUALIFICATIONS**

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Education equivalent to completion of the twelfth grade.

**VETERANS  
PREFERENCE/  
CAREER CREDITS**

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Veterans Preference Credits or Career Credits **will not** be granted in this examination.

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**GENERAL INFORMATION**

The Department of Justice reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all candidates will be notified.

It is the Candidate's Responsibility to contact the Department of Justice, (916) 324-5039, TDD (916) 952-8396 three days prior to the written test date if he/she has not received his/her notice.

For an examination without a written feature it is the candidate's responsibility to contact the Department of Justice, (916) 324-5039, TDD (916) 952-8396 three weeks after the final filing date if he/she has not received a progress notice.

If a candidate's notice of oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

Applications are available at the State Personnel Board Offices ([www.spb.ca.gov](http://www.spb.ca.gov)), and local Offices of the Employment Development Department ([www.edd.ca.gov](http://www.edd.ca.gov)).

If you meet the requirements stated on the reverse, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described on the other side of this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

**Examination Locations:** When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, interviews are scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

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

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

**Interview Scope:** If an interview is conducted, in addition to the scope described on the other side of this bulletin, the panel will consider education, experience, personal development, personal traits and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development.

**Veterans Preference:** California law limits the granting of veterans preference credits to entrance examinations. When credit is granted it is as follows: 10 points for veterans, widows or widowers of veterans and spouses of 100% disabled veterans; and 15 points for disabled veterans. Directions for applying for veterans preference are on the Veterans Preference application form which is available from State Personnel Board offices or written test proctors.

**High School Equivalence:** Equivalence to completion of the 12<sup>th</sup> grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

**Career Credits:** In open, nonpromotional examinations, career credits are granted to: 1) State employees with permanent civil service status, 2) full-time employees of the State who are exempt from State civil service pursuant to the provisions of Section 4 of Article VII of the California Constitution, and who meet all qualification requirements specified by the Board and have 12 consecutive months of service in an exempt position, and 3) individuals who have served one full year in, or are graduates of, the California Conservation Corps (eligibility shall expire 24 months after graduation from the California Conservation Corps). Three points are added to the final test score of those candidates who meet the above criteria, and who are successful in the examination. Such examinations cannot be for managerial positions described in Government Code Section 3513. Competitors not currently employed in State civil service who have mandatory reinstatement rights may also be eligible for career credits, but they must explain their civil service status in the appropriate section of the application Form 100-678. (Section 4 of article VII of the California Constitution is posted at the State Personnel Board, 801 Capitol Mall, Sacramento.)

If hearing impaired, call the California Relay Service.  
1-800-735-2929 (From TDD Phone)  
1-800-735-2922 (From Voice Phone)

TDD is Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device.

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TESTING AND SELECTION UNIT  
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