

## General Instructions/ Affirmation

### Legal Support Supervisor I

The Training and Experience Questionnaire is the sole component of the Legal Support Supervisor I examination. To obtain a position on the eligible list you must obtain a passing score. The instructions below should be read carefully and understood before completing this examination. Failure to do so may result in an inability to process your Training and Experience Questionnaire and disqualification from this examination.

All applicants **must complete and return the entire** examination packet. The examination packet consists of the following:

- Examination Application (Form STD 678)
- General Instructions/ Affirmation
- Training and Experience Questionnaire
- Conditions of Employment (Form 631)

**When completing the questionnaire, please do not choose more than one (1) response per question unless specifically directed to do so.** The Affirmation & Examination Application must have original signatures.

Completed examination packets must be returned to one of the following addresses:

**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

**I hereby certify that the information provided on this Training and Experience Questionnaire is true and correct to the best of my knowledge and contains no willful misrepresentations or falsifications. I also understand that if it is later discovered that I have made any false representations, I may be removed from the examination and/or the eligible list resulting from this examination, suffer loss of State employment, and/or suffer loss of right to compete in any future State examinations.**

Printed Name: \_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date Signed

**Legal Support Supervisor I**  
**Training and Experience Questionnaire**

**Name:** \_\_\_\_\_

***Task Area 1: Document Creation and Editing***

To respond appropriately to each statement, select the option from the scale(s) following each task that most closely represents your training and experience.

**1. Proofread the work of others (e.g., documents, memos, letters) to ensure that they are grammatically correct and properly formatted according to the rules of English grammar.**

**Considering your work experience within the last two years, how often have you performed the above task?**

- a) One or more times per **week**.
- b) One or more times per **month**, but less than weekly.
- c) One or more times per **quarter**, but less than monthly.
- d) One or more times per **year**, but less than quarterly.
- e) Less than once per year.
- f) Never, but willing to learn.

**How would you describe your level of expertise in the above task?**

- a) I have expertise in this area; not only can I perform this with no additional training, but I have trained others in the performance of this task.
- b) I have advanced skills in this area; I can perform this task with no additional training.
- c) I have moderate skills in this area; I can generally perform this task independently but may require some additional training.
- d) I have introductory skills in this area; I can perform this task with supervision.
- e) I have little or no expertise related to this task but would be willing to learn.

- 2. Review legal documents (e.g., pleadings, briefs, forms) from assigned attorneys to ensure that they are complete and properly formatted in accordance with state and federal court rules (e.g., California Style Manual and Harvard Blue Book).**

**Considering your work experience within the last two years, how often have you performed the above task?**

- a) I have performed this task extensively (i.e., daily).
- b) I have performed this task regularly (i.e., weekly).
- c) I have performed this task occasionally (i.e., monthly).
- d) I have not performed this task, but would be willing to learn.

**How would you describe your level of expertise in the above task?**

- a) I have expertise in this area; not only can I perform this with no additional training, but I have trained others in the performance of this task.
- b) I have advanced skills in this area; I can perform this task with no additional training.
- c) I have moderate skills in this area; I can generally perform this task independently but may require some additional training.
- d) I have introductory skills in this area; I can perform this task with supervision.
- e) I have little or no expertise related to this task but would be willing to learn.

**3. Compose original memos, letters or other standard forms of communication (excluding email messages) for the purpose of communicating with clients, attorneys, court staff, and members of the general public.**

**How would you describe your readiness to perform the above task?**

- a) I have little or no experience performing this task but I would be willing to learn.
- b) I have some experience performing this task but I could benefit from additional training.
- c) I have performed this task many times and do not require any additional training.
- d) This is an area of expertise for me and I have trained others in how to perform this task.

**In your work experience, how frequently have you performed this task?**

- a) I have little or no experience performing this task but I would be willing to learn.
- b) I have performed this task occasionally but it was not a major part of my job(s).
- c) This task was a major part of one or more of my jobs and I performed it several times a week.
- d) This task was a major part of one or more of my jobs and I performed it on a daily basis.

**What is the highest level of independence you have been given when performing this task?**

- a) I have little or no experience performing this task but I would be willing to learn.
- b) I have observed others performing this task and now have a general understanding.
- c) I have performed this task with the assistance of my supervisor or co-workers.
- d) I have performed this task by myself without co-worker assistance.

**4. Type and format pleadings and briefs according to the various rules of the different courts.**

**Considering your work experience within the last two years, how often have you performed the above task?**

- a) I have performed this task extensively (i.e., daily).
- b) I have performed this task regularly (i.e., weekly).
- c) I have performed this task occasionally (i.e., monthly).
- d) I have not performed this task, but would be willing to learn.

**How would you describe your level of expertise in the above task?**

- a) I have expertise in this area; not only can I perform this with no additional training, but I have trained others in the performance of this task.
- b) I have advanced skills in this area; I can perform this task with no additional training.
- c) I have moderate skills in this area; I can generally perform this task independently but may require some additional training.
- d) I have introductory skills in this area; I can perform this task with supervision.
- e) I have little or no expertise related to this task but would be willing to learn.

## ***Task Area 2: Electronic Filing***

To respond appropriately to each statement, select the option from the scale(s) following each task that most closely represents your training and experience.

<p><b>5. Organize and update a file of pleadings, correspondence, and other case-related documents in ProLaw.</b></p>
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**Considering your work experience within the last two years, how often have you performed the above task?**

- a) I have performed this task extensively (i.e., daily).
- b) I have performed this task regularly (i.e., weekly).
- c) I have performed this task occasionally (i.e., monthly).
- d) I have not performed this task, but would be willing to learn.

**How would you describe your level of expertise in the above task?**

- a) I have expertise in this area; not only can I perform this with no additional training, but I have trained others in the performance of this task.
- b) I have advanced skills in this area; I can perform this task with no additional training.
- c) I have moderate skills in this area; I can generally perform this task independently but may require some additional training.
- d) I have introductory skills in this area; I can perform this task with supervision.
- e) I have little or no expertise related to this task but would be willing to learn.

**6. Maintain case-related contacts including opposing counsel, expert witnesses, courts, etc. in ProLaw.**

**Considering your work experience within the last two years, how often have you performed the above task?**

- a) I have performed this task extensively (i.e., daily).
- b) I have performed this task regularly (i.e., weekly).
- c) I have performed this task occasionally (i.e., monthly).
- d) I have not performed this task, but would be willing to learn.

**How would you describe your level of expertise in the above task?**

- a) I have expertise in this area; not only can I perform this with no additional training, but I have trained others in the performance of this task.
- b) I have advanced skills in this area; I can perform this task with no additional training.
- c) I have moderate skills in this area; I can generally perform this task independently but may require some additional training.
- d) I have introductory skills in this area; I can perform this task with supervision.
- e) I have little or no expertise related to this task but would be willing to learn.

**7. File legal documents with the courts using electronic case filing systems (e.g., federal courts' Case Management/ECF system, LexisNexis File and Serve).**

**How would you describe your readiness to perform the above task?**

- a) I have little or no experience performing this task but I would be willing to learn.
- b) I have some experience performing this task but I could benefit from additional training.
- c) I have performed this task many times and do not require any additional training.
- d) This is an area of expertise for me and I have trained others in how to perform this task.

**8. File legal documents with the courts using fax filing.**

**How would you describe your readiness to perform the above task?**

- a) I have little or no experience performing this task but I would be willing to learn.
- b) I have some experience performing this task but I could benefit from additional training.
- c) I have performed this task many times and do not require any additional training.
- d) This is an area of expertise for me and I have trained others in how to perform this task.

### ***Task Area 3: Technical Expertise***

To respond appropriately to each statement, select the option from the scale(s) following each task that most closely represents your training and experience.

<p><b>9. Research and apply local, state, federal, and/or administrative rules of court (all levels).</b></p>
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**Considering your work experience within the last two years, how often have you performed the above task?**

- a) One or more times per week.
- b) One or more times per month, but less than weekly.
- c) One or more times per quarter, but less than monthly.
- d) One or more times per year, but less than quarterly.
- e) Less than once per year.
- f) Never, but willing to learn.

**In your work experience, how frequently have you performed this task?**

- a) I have little or no experience performing this task but I would be willing to learn.
- b) I have performed this task occasionally but it was not a major part of my job(s).
- c) This task was a major part of one or more of my jobs and I performed it several times a week.
- d) This task was a major part of one or more of my jobs and I performed it on a daily basis.

**How would you describe your level of expertise in the above task?**

- a) I have expertise in this area; not only can I perform this with no additional training, but I have trained others in the performance of this task.
- b) I have advanced skills in this area; I can perform this task with no additional training.
- c) I have moderate skills in this area; I can generally perform this task independently but may require some additional training.
- d) I have introductory skills in this area; I can perform this task with supervision.
- e) I have little or no expertise related to this task but would be willing to learn.

**10. Conduct research on administrative issues (e.g., travel reimbursement procedures, invoice processing, Administrative Bulletins) using DOJ Intranet and control agency websites (e.g., SPB, DPA, EDD).**

**How would you describe your level of expertise in the above task?**

- a) I have advanced skills in this area; I can perform this task with no additional training.
- b) I have moderate skills in this area; I can generally perform this task independently but may require some additional training.
- c) I have introductory skills in this area; I can perform this task with supervision.
- d) I have little or no expertise related to this task but would be willing to learn.

**What is the highest level of independence you have been given when performing this task?**

- a) I have little or no experience performing this task but I would be willing to learn.
- b) I have observed others performing this task and now have a general understanding.
- c) I have performed this task with the assistance of my supervisor or co-workers.
- d) I have performed this task by myself without co-worker assistance.

**11. Read and interpret reports, memos, manuals, and other publications (e.g., State Administrative Manual (SAM), Administrative/Management Bulletins, court updates) to determine effect on work unit.**

**Considering your work experience within the last two years, how often have you performed the above task?**

- a) I have little or no experience performing this task but I would be willing to learn.
- b) I occasionally read this information.
- c) I regularly read this information.
- d) I occasionally read information and share my findings with others.
- e) I regularly read information and share with others.
- f) I regularly read and deliver formal presentations on topic.

**12. Coordinate, delegate and review work of co-workers to ensure tasks are being completed efficiently and accurately (e.g., serving as lead on major project, mentoring/training students).**

**Considering your work experience within the last two years, how often have you performed the above task?**

- a) One or more times per week.
- b) One or more times per month, but less than weekly.
- c) One or more times per quarter, but less than monthly.
- d) One or more times per year, but less than quarterly.
- e) Less than once per year.
- f) Never, but willing to learn.

**How would you describe your readiness to perform the above task?**

- a) I have little or no experience performing this task but I would be willing to learn.
- b) I have some experience performing this task but I could benefit from additional training.
- c) I have performed this task many times and do not require any additional training.
- d) This is an area of expertise for me and I have trained others in how to perform this task.

**13. Identify/analyze problems and concerns related to work unit operations and recommend a formal plan of action to supervisor.**

**Considering your work experience in the last 2 years, how many times have you performed the above task?**

- a) Never but willing to learn
- b) 1 – 5 times
- c) 6 – 10 times
- d) 11 + times

**How would you describe your level of expertise in the above task?**

- a) I have expertise in this area; not only can I perform this with no additional training, but I have trained others in the performance of this task.
- b) I have advanced skills in this area; I can perform this task with no additional training.
- c) I have moderate skills in this area; I can generally perform this task independently but may require some additional training.
- d) I have introductory skills in this area; I can perform this task with supervision.
- e) I have little or no expertise related to this task but would be willing to learn.

**14. Assist in implementing major new processes or procedures to increase efficiency and effectiveness (e.g., ProLaw Version 11).**

**Considering your work experience in the last 2 years, how many times have you performed the above task?**

- a) Never but willing to learn
- b) 1 – 5 times
- c) 6 – 10 times
- d) 11 + times

**How would you describe your level of expertise in the above task?**

- a) I have expertise in this area; not only can I perform this with no additional training, but I have trained others in the performance of this task.
- b) I have advanced skills in this area; I can perform this task with no additional training.
- c) I have moderate skills in this area; I can generally perform this task independently but may require some additional training.
- d) I have introductory skills in this area; I can perform this task with supervision.
- e) I have little or no expertise related to this task but would be willing to learn.

**What is the highest level of independence you have been given when performing this task?**

- a) I have little or no experience performing this task but I would be willing to learn.
- b) I have observed others performing this task and now have a general understanding.
- c) I have performed this task with the assistance of my supervisor or co-workers.
- d) I have performed this task by myself without co-worker assistance.

**15. I am proficient (i.e., require no further training) in using the following: (select all that apply)**

CaseMap  
TextMap  
ProLaw  
Microsoft Word  
Microsoft Excel  
Microsoft PowerPoint  
Adobe Acrobat (creating/editing, not reading)  
GroupWise (including full calendar functioning)  
DOJ Intranet  
Cite Checking (e.g., using LexisNexis or WestLaw/WestCheck)  
CalATERS

**16. Considering your previous work experience within the last two years, which of the following tasks have you performed? (select all that apply)**

Delivered a formal presentation at work  
Served on a special committee (e.g., health and safety, Green)  
Served as floor support (e.g., ProLaw upgrade, Word migration)  
Served on a team project (e.g., class action, death penalty, MSJ)  
Served as team lead  
Served as lead trainer  
Served as back-up supervisor  
Led and facilitated a team meeting  
Coordinated a special event (e.g., office tour)

**17. Which of the following training classes have you completed? (select all that apply)**

Delegating for Diehards (DOJ)  
Effective Feedback (DOJ)  
Foundational Skills for Future Supervisors (DOJ)  
Managing Conflict (DOJ)  
Problem Solving and Decision Making (DOJ)  
Customer Service Excellence (DOJ)  
Increasing Positivity in the Workplace (DOJ)  
Effective Presentations (DOJ)  
EEO classes (non-mandatory)  
Communication classes (e.g., Toastmasters)  
Continuing Education  
Training through a membership in a professional legal association  
Paralegal Development Program

DEPARTMENT OF JUSTICE  
LEGAL SUPPORT SUPERVISOR I  
OPEN- STATEWIDE

CONDITIONS OF EMPLOYMENT  
FORM 631  
IDENTIFICATION #: \_\_\_\_\_  
(Personnel Office Use ONLY)

NAME: \_\_\_\_\_ (PLEASE PRINT)  
Last First M.I.

If you are successful in the above examination, your name will be placed on the active list and certified to fill vacancies according to the conditions you have specified on this form. If you are unable to accept employment your name may be placed on the inactive list for this classification.

\*\*\*\*\*  
PLEASE SELECT YOUR CHOICE(S) INDICATING LOCATION(S) YOU ARE WILLING TO WORK:

- (05) Anywhere in the State
- (0100) Oakland
- (1000) Fresno
- (1900) Los Angeles
- (3400) Sacramento
- (3700) San Diego
- (3800) San Francisco

\*\*\*\*\*  
PLEASE INDICATE THE TYPE OF APPOINTMENT(S) YOU WILL ACCEPT

Please Check Your Choice(s):

- \_\_\_ (D) Permanent - full time only
- \_\_\_ (R) Permanent - part time or intermittent  
Temporary - full time, part time, or intermittent
- \_\_\_ (A) All of the above

\*\*\*\*\*  
NOTE: PLEASE NOTIFY THE DEPARTMENT OF JUSTICE TESTING AND SELECTION UNIT IN WRITING OF ANY CHANGE IN YOUR ADDRESS OR AVAILABILITY FOR EMPLOYMENT.

DEPARTMENT OF JUSTICE  
TESTING & SELECTION OFFICE  
1300 I STREET  
SACRAMENTO, CA 95814