

Office of the State Public Defender
Program Assistant Supervisor Advanced
Spoooner Trial Office

POSITION SUMMARY: Under general supervision of the Regional Office Administrator (ROA), provide supervisory and administrative support for the local office, following agency policies and procedures in a professional and timely manner. Under the guidance of the ROA, Regional Attorney Manager (RAM), or Local Attorney Manager (LAM) oversee the intake services, case management system, assigned counsel system, and reception and telephone services. Supervise designated clerical staff. Maintain knowledge of and observe ethical obligations required of a law office including client confidentiality.

- 25% A. Assist ROA/LAM/RAM in administrative support and management for the local office.
 - A1. Assist in establishing, implementing and revising office procedures. Inform the RAM/LAM/ROA of matters arising in the court system which may affect the office operations, or to which the office should respond. Inform staff of local office and agency policies and procedures. Serve as liaison between office and courts, probation and parole, social workers, etc.
 - A2. Assist in scheduling attorney staff to assure that all intake courts and other attorney responsibilities are assigned. Maintain current caseload statistics and calendar of attorney leaves so that information is readily available for scheduling decisions.
 - A3. Coordinate all payroll and human resource information for assigned staff including LTE time reports, time reports for classified employees, new employee forms, etc.
 - A4. Analyze local office needs and make recommendations for the purchase of equipment and permanent property. Maintain knowledge of current purchasing policies and procedures. Contact vendors and make arrangements for the bidding process when necessary. Arrange for installation of equipment and training as necessary. Maintain a current inventory of equipment. Work with Administration to arrange all telephone repair and installation; work with building management and contractors. Oversee maintenance of office equipment including computers, lap tops, printers, Mopier, postage meters, etc.
 - A5. Maintain administrative filing system. Assist Administrative Office with management and disposition of files to the State Records Center. Oversee the work of the clerical staff for annual transfer of records to the State Records Center. Conduct the bidding process for movers to facilitate the records moves. Keep accurate record of files sent to storage for easy retrieval.
 - A6. Serve as the Point of Contact for all Health and Safety and Building Coordinator related needs including conducting annual safety drills, office inspections, and following up with any incidents per established agency policies.
 - A7. Demonstrate a commitment to learning and improvement by attending and actively participating in regional, agency and other training opportunities. Ensure secretarial staff participates in and has opportunity to attend trainings.
 - A8. Maintain the office law library. Maintain a list of all library resources and coordinate the update of all library resources in a timely manner.
 - A9. Monitor and order office supplies as needed.
 - A10. Train new staff on local, agency, and human resource procedures and policies. Answer questions for all staff on local and agency policies and procedures ensuring all answers are in accordance with agency policies and procedures.
 - A11. Participate in interviewing and hiring staff, and providing hiring recommendations in compliance with SPD policies and procedures.
 - A12. Serve as a liaison between administrative staff, attorneys, and investigators.
 - A13. Perform other duties as requested by management.

- 20% B. Maintenance of case management system.

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- B1. Oversee operation of case management system to insure that all case management functions are completed in an accurate and timely manner. Ensure that cases are opened and closed correctly.
 - B2. Monitor caseload statistics for individual attorneys. Monitor proportion of cases being assigned to the private bar.
 - B3. In the absence of the LAM, field initial complaints by taking accurate information pertinent to the complaint to allow the LAM/RAM to follow up. Maintain the electronic contact log. Prepare reports as directed. Review and act on all requests for the appointment of new counsel in accordance with Wisconsin statutes and agency and local policies and procedures.
- 10% C. Maintenance of intake services.
- C1. Develop and oversee a system for completing in house eligibility evaluations.
 - C2. Evaluate individuals (in the office and/or at the jail) and determine eligibility in accordance the statutes, administrative rules and agency policies and procedures. Refer ineligible persons to the appropriate resources.
 - C3. Ensure that personnel are assigned to handle all eligibility evaluations. Schedule, train and oversee secretarial, volunteer, interns and other staff to provide intake services.
 - C4. Ensure timely appointment of counsel to clients evaluated through the intake system.
 - C5. Ensure that juvenile and mental health clients are handled promptly.
- 5% D. Maintenance of reception and telephone services.
- D1. Establish and maintain a reception area conducive to walk-in applicants, clients, and others.
 - D2. Maintain a telephone answering system which provides efficient, courteous and prompt services to the public.
 - D3. Ensure proper routing of calls and inquiries from clients, agencies, courts or the public to the appropriate office staff.
 - D4. Ensure all state, agency, regional and local office rules, policies and procedures are followed.
 - D5. Ensure the phone lines between all local county jails are functional. Work with SPD Administration and local jails to troubleshoot any issues relating to the jail phone system.
- 10% E. Maintenance of assigned counsel system.
- E1. Oversee the day to day operation of the assigned counsel system.
 - E2. Establish and maintain a logging system of private bar appointments to insure all cases are assigned pursuant to the Wisconsin Administrative Code and agency policies and procedures.
 - E3. Accurately keep attorney refusal logs in eOPD.
 - E4. Report on data collected relating to Private Bar appointments as requested.
- 20% F. Supervision of assigned support staff.
- F1. Arrange work assignments and equalize responsibilities among assigned employees. Establish and monitor workloads and priorities of assigned staff. Assign work to balance overloads.
 - F2. Work with the ROA and HR to fill secretarial vacancies following agency and state policies and procedures. Interview applicants and effectively recommend candidates.

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- F3. Monitor performance of assigned staff on an on-going basis and in conjunction with performance evaluations. Prepare formal performance evaluations, sign as first-line supervisor and discuss evaluations with employees. Counsel staff on an on-going basis relative to daily work performance.
- F4. Counsel employees on unsatisfactory performance and/or work behavior which may or may not warrant disciplinary action.
- F5. Provide the training of new and existing staff and volunteers. Brief new employees on job requirements, work procedures and administrative tasks.
- F6. Approve the leave requests and monitor the leave accounting of the assigned staff.
- F7. Serve as liaison between attorney staff and assigned support staff in order to ensure effective delivery of support staff services.

10% G. Provide secretarial support to attorneys.

- G1. Ensure telephone calls are promptly answered, routed properly and information provided is accurate and in accordance with local and agency policies and procedures.
- G2. Oversee the receipt, distribution and sending of office mail.
- G3. Oversee the process for case openings by checking statute references, accurate assignment of case type, and vetting cases for potential conflicts. Utilize the Operations manual.
- G4. Oversee the opening, file maintenance, and closure of cases on the computer in compliance with policies and procedures. Assist attorneys with trial preparation as needed.
- G5. Accurately prepare Orders of Appointing Counsel and discovery demands and file electronically in accordance with state and local court policies. Train all staff on electronic filing of legal documents.

Knowledge, Skills & Abilities

- 1) Knowledge and skills required to develop and maintain legal secretarial practices and procedures, including the ability to train administrative staff in all the tasks that they must perform.
- 2) Knowledge and skills required to develop and maintain filing and case management systems.
- 3) Knowledge of principles of supervision.
- 4) Ability to lead a team.
- 5) Knowledge and skills required to manage budgets and comply with state procurement policy and procedure.
- 6) Proficient with word processing software, spreadsheet software, database management, e-mail & scheduling software programs and internet usage.
- 7) Maintain good working relationships with SPD staff and management, clients, criminal justice system contacts and the public.
- 8) Problem-solving and analytical skills.
- 9) Ability to work under deadline pressure.
- 10) Ability to multi-task.
- 11) Efficient time management and organizational skills.
- 12) Ability to work effectively with people, including those from different ethnic, educational, cultural, political, economic and religious backgrounds.
- 13) Knowledge of the Criminal Justice system.