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| <b><u>Position Title:</u></b> | <b>Senior Legal Support Specialist</b>  | <b><u>Date:</u></b>   | <b>May '25 - Filled</b>          |
| <b><u>Department:</u></b>     | <b>Crossroads Defenders (CxD)</b>       | <b><u>Status:</u></b> | <b>Time, Hourly, In-Person</b>   |
| <b><u>Pay:</u></b>            | <b>\$24.04/hr (\$50,004) + Benefits</b> | <b><u>Apply:</u></b>  | <b>Email Resume ab@cxdtx.org</b> |

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**CROSSROADS DEFENDERS**

Crossroads Defenders (CxD) is a holistic public defender’s office serving Victoria, Jackson, Lavaca, and Refugio Counties. CxD represents indigent clients in criminal cases ranging from Juvenile Offenses through Non-Capital Felonies. Crossroads Defenders aims to become a model office for rural defense in Texas. The office will leverage cutting-edge technology, training, and techniques to provide the strongest possible advocacy for our clients. Additionally, the office will provide wrap-around services for clients to assist them with employment, mental health, substance abuse, housing, and immigration issues.

The Senior Legal Support Specialist provides a full range of support services to assist in the daily operation of the Public Defender Office but has a leadership component to it that comes with expectations: that they ensure that the legal assistant team is operating smoothly and professionally, aware of processes, and operating in accordance with them. The successful applicant will be one that combines experience with initiative and humility. This position reports to the Office Manager.

**JOB SUMMARY**

The Senior Legal Support Specialist will be at the heart of our office operations, providing vital assistance to our legal team. This position requires a detail-oriented individual with strong multitasking abilities and a commitment to justice.

**ESSENTIAL JOB DUTIES**

Responsible for providing a wide array of administrative support in a law office: assists attorneys, case managers, investigators and legal assistants with managing schedules; coordinating meetings and travel; answering phones; and communicating with clients.

- Supervises other legal support specialists
- Preparing and organizing legal documents and correspondence
- Requesting, receiving, and uploading discovery files
- Preparing subpoenas, motions, pleadings, and other documents using templates and document generation software
- Conducting preliminary case research and information gathering
- Managing attorney calendars and coordinating client meetings
- Assisting with client intake and maintaining accurate case files
- Supporting attorneys during court appearances
- Facilitating communication between clients, attorneys, and other parties

- Utilizing case management software to track and update case information
- Performs other duties as assigned

### **MINIMUM SKILL LEVEL**

**Skilled Technical-** The characteristics and duties of a senior legal support specialist require skilled technical work involving the use and skilled application of detailed technical procedures and techniques to recurring situations and problems. Handles advanced tasks and problems except those requiring policy or procedural change.

- Familiarity with basic legal concepts and procedures
- Skilled at drafting and editing documents, forms, and media.
- Skilled at working with diverse and indigent populations
- Skilled at legal assistance and paralegal-type tasks
- Ability to run reports and analyze case data from case management systems
- Fully proficient with modern technology.
- Candidates should be comfortable using email, text messaging, calendar, presentation software, and Microsoft Office.
- Capable of exercising sound judgment and pragmatically solving problems
- Skilled in communications
- Able to establish and maintain good working relationships with clients, court personnel, and co-workers.

### **MINIMUM EDUCATION**

- *High School Diploma or GED*
- *College Preferred*

### **MINIMUM EXPERIENCE**

- Considerable Experience (3-5 years of relevant experience)
  - Experience sufficient to enable the employee to acquire moderate familiarity with the methods and procedures found in common work situations in the legal or professional field.

### **MINIMUM LICENSES, CERTIFICATIONS, OR REGISTRATIONS**

- Valid Texas driver's license and reliable motor vehicle.

### **WORK LEVEL AND WORK COMPLEXITY**

#### **1. Work Level - Supervisory**

- Supervisory level work which requires handling advanced tasks and problems and provides input on policy and procedural changes. This position will help design and operate the operating principles of the office.

#### **2. Work Complexity - Complex**

- Work will be widely varied and involve many complex and significant variables, requiring analytical ability and inductive thinking in adapting policies, procedures, and methods to fit unusual and complex situations. This position requires a high level of mastery. It requires the direct handling of all assignments and problems, including developing policy, procedures, and best practices in the field of work.



## **PHYSICAL DEMANDS, WORKING CONDITIONS, AND HAZARDS**

*The characteristics listed below are representative of the physical demands, physical agility, sensory requirements, and environmental exposures required by an individual to successfully perform the essential duties of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.*

- **Physical Demands**

- o Light – Requires light physical effort working almost exclusively with light weight materials (up to 25 pounds) or short periods in difficult work positions (e.g. moving banker's box).
- o Employees sit most of the time but may walk or stand for periods of time.
- o This is light duty work requiring some physical agility such as: climbing, stooping, kneeling, crouching, crawling, reaching, pushing, pulling, repetitive motions and manual dexterity.
- o Sensory requirements include standard vision requirements, ability to convey detailed or important instructions to others accurately, loudly or quickly, and standard hearing requirements - hear information at normal spoken word levels.

- **Working Conditions and Hazards**

- o Good (Level 2) – Working conditions will mostly involve air-conditioned office work. Occasionally conditions may be slightly dirty or involve occasional exposure to some disagreeable elements.
- o Some mental effort and stress are expected that may cause inconvenience and frustration.
- o Position requires outdoor walks to the courthouse and annex, less than 1/4 mile, exposed to the elements

*The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

## **INTERPERSONAL AND COMMUNICATION SKILLS**

- **Influential:**

- o Requires regular contacts with persons of importance and influence involving considerable tact, discretion and persuasion in obtaining desired actions and/or handling of difficult interpersonal relationships.

- The Senior Legal Support Specialist will have regular interactions and communications with:

- o Attorneys and non-attorney staff within the office
- o Clients facing a broad range of serious criminal and civil legal issues
- o County Judges, particularly when assisting in presenting our program for expansion consideration
- o Elected officials and their staffs

## **LEVEL OF RESPONSIBILITY AND IMPACT OF RESULTS**

- **Broad**

- o General direction based on broad goals and policies
- o Designs and implements efficiency measures to streamline office workflows, potentially increasing the number of clients the office can effectively serve.

- o Develops long-term strategic plans for office technology upgrades, space management, and expansion of administrative capabilities.
- o Creates and oversees training programs for administrative staff to ensure consistent, high-quality support across all office functions.
- **Contributory**
  - o Participates with others, both inside and outside the organizational unit, in program development, service delivery, and supervision of subordinate staff.
  - o Accurate and timely filing of legal documents directly impacts case timelines and can affect client's pretrial detention status.
  - o Effective scheduling and coordination of attorney-client meetings ensures clients receive prompt attention, potentially influencing case preparation and outcomes.
  - o Thorough and accurate client intake interviews provide critical information that shapes initial case strategy and resource allocation.
  - o Prompt communication of case updates or court notices to attorneys and clients can significantly affect case preparation and court appearances.
  - o Meticulous organization of case files and evidence ensures attorneys have ready access to critical information during negotiations or trial preparation.
  - o Efficient management of attorney calendars maximizes the number of clients served and improves overall office productivity.
  - o Accurate recording of case notes and client interactions in the case management system supports continuity of representation, especially in cases with multiple attorneys.
  - o Timely preparation of subpoenas and witness notifications directly impacts the availability of crucial testimony in court proceedings.
  - o Effective liaison with court clerks on filing deadlines and requirements helps prevent procedural issues that could negatively affect cases.
  - o Careful handling of sensitive client information maintains trust and confidentiality, which is crucial for effective attorney-client relationships.

#### **SUPERVISION EXERCISED**

- **Continuous Supervision** with full supervision of up to 3 non-attorney staff members.
- Effectively Recommend decisions made on hiring, reward, transfer, promotion, demotion, and other duties as required.
- Directly take action on training, inspection of work, assigning of work, directing of work, coaching, counseling, evaluation of performance, and developing staff schedules, and other duties as required.

#### **BENEFITS**

In addition to a competitive and stable County Salary, full-time employees will receive full Victoria County Benefits including:

Low-cost health, dental, and vision insurance.

- Prescription drug coverage and optional FSA.
- Enrollment in the Texas County and District Retirement System with a guaranteed 7% rate of return, 200% match, and a lifetime benefit after the vesting period.
- Tuition Assistance
- Discounted membership to Citizens HealthPlex Gym and Spa
- Optional Group Rates for Term Life, AD&D, and Disability Policies.

## **EQUAL OPPORTUNITY EMPLOYER**

Victoria County, and Crossroads Defenders, is an Equal Opportunity Employer committed to creating a strong and welcoming workplace. We encourage applications from qualified individuals of all backgrounds. Crossroads Defenders believes that an intellectually and experientially diverse team enhances our ability to provide the highest quality of legal representation to our clients and community. We strive to create an environment where all employees feel valued, respected, and supported in their professional growth. We welcome and celebrate the unique perspectives and experiences that each individual brings to our team.

<https://www.vctx.org/page/employment>

Please email resume Attn: Analisa Benoit, [ab@cxdtx.org](mailto:ab@cxdtx.org)