

**REPORT NO: 15-62**  
**DATE: 07/13/2015**  
**ANALYST: Michael Hebner**

**CLASSIFICATION REPORT**

**PROPOSED TITLE:** Client Services Managing Attorney

**CURRENT TITLE:** **None:** New Proposed Appointed Positions

**INCUMBENTS:** Vacant

**REASON FOR REQUEST:** Request to review two proposed appointed positions to determine the level of the duties and responsibilities

**DATE QUESTIONNAIRE SUBMITTED:** July 8, 2015

**DATE OF PREVIOUS STUDY:** N/A

**DISPOSITION OF PREVIOUS STUDY:** N/A

**PERSONS INTERVIEWED:** Jennifer Gabbard, HR Generalist  
Susan Segal, City Attorney

**RECOMMENDATION:**

1. Establish new appointed positions as Client Services Managing Attorney (Appointed, Grade 14, 653 Points)
2. The City Attorney is proposing two positons in this new appointment

The City Attorney is proposing two new appointed positions that will fill a role in succession planning for the upcoming turnover in the Deputy City Attorney level. The City Attorney envisions creating this new appointment as the Client Services Managing Attorney for the Civil Division. The Deputy City Attorney Civil is currently eligible to retire.

The duties that the position will perform are as follows:

- Supervise a Civil Client Services Team.
  - Hire members of the Civil Client Services Team, provide or coordinate staff training, and determine assignments.
  - Oversee, review and evaluate the work performance of team members, identify performance concerns, and consult with the Deputy City Attorney Civil on such matters.

- Provide expert advice and guidance to Assistant City Attorneys and clients on specific assignments and projects, including preparing and handling various assignments and projects as needed.
- Manage a Civil Client Services Team, based on the department and division's business plans; organize and prioritize the team resources to ensure that all client service is handled efficiently and effectively, and is of high quality and in the best interest of the City:
  - Lead the team's strategic business planning efforts.
  - Develop the team's overall client service strategy using lessons learned from past assignments and projects and use of attorney staff.
  - Communicate plans for handling specific client service matters to involved City departments.
  - Determine and recommend appropriate staffing levels for optimum support.
  - Ensure that the electronic case management system is being fully and optimally utilized, along with other technology to support client services efforts.
- Provide and supervise team members in providing legal services of a complex nature for the City, its officials and employees in a wide array of matters including land use planning, regulation and development; employment; governmental authority; elections; contracts; licensing; data practices; environmental concerns; government finance; ethics; etc.:
  - Take responsibility for ensuring legal services are responsive to City needs and are of the highest quality.
  - Work with City departments to identify issues and suggest solutions, including modifications to current ordinances, policies and practices.
  - Apply innovative problem solving skills and business judgment to resolve issues, minimize risk and achieve client goals.
  - Monitor and control costs, productivity, quality and other results of support efforts.
- Provide operational support as part of the City Attorney's Management Team.
  - Participate in policy-making and policy implementation identifying areas of concern and recommending appropriate responses, including developing statistics on various department and division initiatives in support of policy making.
  - Assist in department business planning and in the development and implementation of initiatives.
  - Attend meetings of boards, committees, and commissions on behalf of the Deputy City Attorney Civil and the City Attorney as requested.

The duties track with those of the Litigation Managing Attorney. However, here the focus is on a variety of legal services not solely on litigation matters. The factor analysis below clarifies the appropriate point assignment for the proposed position.

## **POSITION ANALYSIS**

## **PREREQUISITE KNOWLEDGE**

The requirements for the position are a Jurist Doctorate Degree and passage of the Minnesota State Bar Exam. The position requires ten years of experience in all aspects of a municipal law practice, including demonstrated success in providing legal advice in a wide variety of contexts.

A rating **80 points** is appropriate and will be assigned.

## **DECISIONS AND ACTIONS**

The position will supervise City Attorneys and make assignments for staff on the Client Services Team. It will make decisions and provide advice about legal services of a complex nature for the City, its officials and employees in a wide array of matters including land use planning, regulation and development; employment; governmental authority; elections; contracts; licensing; data practices; environmental concerns; government finance; and ethics and in other areas. It will coach employees on performance issues and provide advice to staff regarding assignments. It will be responsible for dealing with performance issues of the staff supervised. It will be responsible for ensuring that legal services are responsive to City needs and are of high quality. It will monitor and control costs, productivity, quality and other results. The position will be part of the City Attorney's Management Team and will participate in policy-making and policy implementation. It will assist in department business planning and in the development and implementation of initiatives.

In the Civil Section the unfavorable or poor handling of Client Services has a direct impact on the City Government. It is important that those representing the City's legal dealings bring appropriate knowledge and judgement. Decisions can influence risk, how the public views the City, and public policy.

Most of the decisions would be independent of close supervision. Highly complex and costly matters and matters that are highly visible, or that entail controversy would be subject to review and approval from the supervisor.

A rating of **70 points** will be assigned. Jobs at this level make decisions and take action on some of the more complex and unusual problems that arise and develop solutions to complex problems involving advanced principles and techniques and considerable original thinking. At this level performance has considerable influence on finances or delivery of services; errors or inadequacies would cause very serious and notable inconvenience, embarrassment or expense.

## **SUPERVISORY RESPONSIBILITY**

These positions will supervise between five and nine Assistant City Attorney positions and therefore a rating of **10 points** is appropriate.

## **RELATIONSHIPS RESPONSIBILITY**

The position will entail a variety of contacts both internally and external to the City. There will frequent contact with the Deputy City Attorney Civil to exchange information about on-going initiatives, discuss problems, and get direction. There will considerable interaction with City Attorneys supervised, and with other City Attorneys to share and exchange information and opinions, and materials. The position will work with City staff from a variety Departments and levels and with Elected Officials regarding land use planning, regulation and development; employment; governmental authority; elections; contracts; licensing; data practices; environmental concerns; government finance; ethics; and to give general and legal advice on civil matters, ordinances, policies, and other issues.

Outside contacts would include representatives and members of firms doing development, contracting, seeking licensing or interacting with the City on variety of other civil legal matters. The position will interact with the media regarding civil legal matters.

A rating of **75 points** will be assigned. Jobs at this level are required to deal with sensitive and important matters on a frequent basis. There is daily contact with other executives in the department where the job is assigned regarding staff issues and incidents, as well as with department staff on research, consultant work, policies, and procedures and in response to legal inquiries. At this level the jobs are regularly representing the City in a wide variety of forums and with a diverse clientele. Well developed and strong communication skills are required. Maintaining strong relationships is important. At this level the position deals with major problems, legal issues, and communication challenges.

## **WORKING CONDITIONS**

The position will work in a typical office setting with exposure to the typical office equipment, including computer keyboarding equipment, telephones, copiers and related. A rating of **20 points** is appropriate and will be applied.

## **EFFORT**

The proposed position will often be required to make decisions about civil legal matters, and respond to inquiries from a variety people including outside parties interested in City development, contracting, planning and other matters, and Elected Officials, Department Heads, Assistant City Attorneys on short timelines. Attention to detail is important as the position deals with important legal matters. It will be responsible for managing a team of attorneys assigned to provide client services. It will monitor team member's performance and provide advice and coaching when appropriate. The position will be responsible for strategy development and for communications with City Departments.

A rating of 70 points will be assigned. At this level jobs are high level executives in the appointed service responsible for planning, coordinating, and monitoring activities which requires mental effort and creates stress. They deal with competing priorities which create

stress and these jobs require mental effort in developing alternative recommendations or plans solutions for identified problems, and there are numerous pressures to meet deadlines on projects, reports, legal matters, plan development, and handling inquiries.

The proposed position meets the criteria for appointed positions under the Minneapolis Code of Ordinance, Section 20.1010 as follows:

1. The person occupying the position must report to the head of the designated City Department or the Designated City Department Head's Deputy.

The position will report to the Deputy City Attorney Civil who reports to the City Attorney

2. The person occupying the position must be part of the designated Department Head's management team

The position will be a member of the City Attorney's Management Team

3. The duties of the position must involve significant discretion and substantial involvement in the development, interpretation, or implementation of City or department policy.

The position will be involved in policy development, interpretation, and implementation in the City Attorney's Office

4. The duties of the position must not primarily require technical expertise where continuity in the position would be significant.

Although the position does require a Law Degree and specific experience, excellent negotiation and leadership skills; and good planning and organizational skills; and excellent oral and written communication skills to relate well with diverse groups of people inside and outside the organization, and to build constructive and effective working relationships are critical

5. There is need for the person occupying the position to accountable to, loyal to, and compatible with the Mayor, City Council, and the Department Head.

The position requires loyalty to and Compatibility with the City Attorney who in turn must be Loyal to and Compatible with Elected Officials

**RECOMMENDATION:**

1. Establish the position as Client Services Managing Attorney (Appointed. Grade 14, 553 Points)
2. The City Attorney is proposing two positions in this new appointment

<b>CLASSIFICATION FACTOR WORKSHEET</b>								
<b>Benchmark Classifications</b>	<b>Factors</b>						<b>Total Points</b>	<b>Grade Level</b>
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>		
Supervising Attorney Criminal (Appt)	75	65	15	65	20	65	608	13
Litigation Managing Attorney (Appt)	80	70	20	75	20	70	663	14
Deputy City Attorney Civil (Appt)	90	80	25	80	20	75	740	16
<b>PROPOSED CLASSIFICATION</b>								
Client Services Managing Attorney (Appt)	80	70	10	75	20	70	653	14

1. Prerequisite Knowledge
2. Decisions and Actions
3. Supervisory Responsibility
4. Relationship Responsibility
5. Working Conditions
6. Effort

Professional Exemption

The position is an Attorney Position requiring a law degree which requires an advanced in-depth course of study, and will perform work requiring advanced knowledge, which is intellectual in character and that requires exercising discretion and judgment and meets the requirements for a professional exemption from the fair labor standards act.

**CLIENT SERVICES MANAGING ATTORNEY (APPOINTED)**

**CODE: Cxxxxx**

**REPORTS TO: Deputy City Attorney Civil**

**SUPERVISES: Assistant City Attorneys III, Assistant City Attorneys II, Assistant City Attorneys I**

**NATURE OF WORK**

**Supervise and direct a Civil Client Services Team in the City Attorney's Office functioning as the point person directly responsible for client service support efforts and for developing plans to provide high quality legal advice on a wide variety of municipal issues to City elected officials, boards and commissions and City department leadership.**

**TYPICAL DUTIES AND RESPONSIBILITIES  
(Including, but not limited to the following)**

- Supervise a Civil Client Services Team.
  - Hire members of the Civil Client Services Team, provide or coordinate staff training, and determine assignments.
  - Oversee, review and evaluate the work performance of team members, identify performance concerns, and consult with the Deputy City Attorney Civil on such matters.
  - Provide expert advice and guidance to Assistant City Attorneys and clients on specific assignments and projects, including preparing and handling various assignments and projects as needed.
- Manage a Civil Client Services Team, based on the department and division's business plans; organize and prioritize the team resources to ensure that all client service is handled efficiently and effectively, and is of high quality and in the best interest of the City:
  - Lead the team's strategic business planning efforts.
  - Develop the team's overall client service strategy using lessons learned from past assignments and projects and use of attorney staff.
  - Communicate plans for handling specific client service matters to involved City departments.
  - Determine and recommend appropriate staffing levels for optimum support.
  - Ensure that the electronic case management system is being fully and optimally utilized, along with other technology to support client services efforts.

- Provide and supervise team members in providing legal services of a complex nature for the City, its officials and employees in a wide array of matters including land use planning, regulation and development; employment; governmental authority; elections; contracts; licensing; data practices; environmental concerns; government finance; ethics; etc.:
  - Take responsibility for ensuring legal services are responsive to City needs and are of the highest quality.
  - Work with City departments to identify issues and suggest solutions, including modifications to current ordinances, policies and practices.
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  - Monitor and control costs, productivity, quality and other results of support efforts.
- Provide operational support as part of the City Attorney's Management Team.
  - Participate in policy-making and policy implementation identifying areas of concern and recommending appropriate responses, including developing statistics on various department and division initiatives in support of policy making.
  - Assist in department business planning and in the development and implementation of initiatives.
  - Attend meetings of boards, committees, and commissions on behalf of the Deputy City Attorney Civil and the City Attorney as requested.

**MINIMUM QUALIFICATIONS:** Jurist Doctorate Degree and passage of the Minnesota State Bar Exams

**MINIMUM EXPERIENCE:** Ten years of experience in all aspects of a municipal law practice, including demonstrated success in providing legal advice in a wide variety of contexts

**LICENSES/CERTIFICATES:** Licensed to practice in Minnesota Courts and be admitted to appear in Federal District Court

**OTHER SPECIFICATIONS**

- Significant demonstrated knowledge of federal, state and municipal criminal and civil statutory and case law.
- Extensive knowledge of legal principles and practices, legal research, and planning and presentation of complex legal assignments and projects.
- Knowledge and understanding of best practices in providing civil advice and the ability to instruct others in such practices.
- Excellent negotiation and leadership skills for complex civil projects; good planning and organizational skills; and excellent oral and written communication skills.
- Skills to relate well with diverse groups of people inside and outside the organization, and to build constructive and effective working relationships.
- Ability to lead teams, motivate others, and manage and measure work by clearly setting objectives.

- Ability to research complex municipal law issues and clearly and persuasively communicate legal analysis; the ability to work under pressure within tight deadlines; and the ability to use computers and work-related software.

**WORKING CONDITIONS:** Normal

**SERVICE:** APPOINTED  
**GRADE:** 14  
**ESTABLISHED:**  
**JOB SPEC:**

**CITY OF MINNEAPOLIS**