October 2018
FLSA: EXEMPT
CLASS CODE: 00657

COURT MANAGER

DEFINITION

Under general direction, manages the daily operations of assigned court divisions and branch court sites; provides administrative direction and oversight for all functions and activities of assigned divisions and branch sites; plans, develops and implements procedures and policies that are in alignment with the strategic goals of the Court; and performs related duties, as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Assistant Court Executive Officer. Exercises general direction and supervision over Legal Process Supervisors.

CLASS CHARACTERISTICS

This is a management classification responsible for planning, organizing, reviewing, and evaluating the functionalities and activities of multiple document processing divisions and branch court sites. Successful performance of the work requires knowledge of public policy and court functions and activities; and the use of considerable independence, initiative, and discretion within established guidelines. The incumbent is accountable for accomplishing departmental and operational goals and objectives and for furthering Court goals and objectives. This class is distinguished from the Legal Process Supervisor in that the latter has first line supervisory responsibilities over an assigned group of clerical staff.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, manages, and oversees the daily functions, operations, and activities of the assigned court divisions and branch court sites, including preparing, monitoring, forecasting, and analyzing financial information, financial processing, reporting, and record-keeping.
- Develops and implements goals, objectives, policies, procedures and work standards for the assigned divisions and branch sites.
- Selects, trains, motivates, and directs department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.
- Ensures the overall quality of the department's service by developing, reviewing, and implementing policies and procedures to meet legal requirements and Court needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.

- Supports the development, design and coordination of automated systems including research, analysis, testing, implementation and performance monitoring.
- Conducts a variety of departmental organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.
- Prepares and directs the preparation of a variety of written correspondence, reports, procedures, resolutions and other materials.
- Maintains and directs the maintenance of working, confidential and official departmental automated and manual files.
- Acts as liaison to other court division, governmental agencies and other parties with interest in the trial court system; provides liaison and staff support to a variety of committees, commissions, and work groups.
- Monitors changes in laws, regulations and technology that may affect departmental operations; implements policy and procedural changes after approval.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of court services.
- Ensures that staff provides a high degree of service to both internal and external customers that supports achieving the department's and the Court's mission, objectives and values.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and supervision of staff, either directly or through subordinate levels of supervision.
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs; principles and practices of Court government administration.
- Methods and techniques for the development of presentations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
- Applicable federal, state, and local laws, rules, regulations, ordinances, and organizational policies and procedures relevant to assigned area of responsibility.
- Legal terminology, court operations and courtroom procedure; courtroom etiquette and conventions.
- Techniques for effectively representing the Court in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, elected and appointed officials, and all levels of Court staff.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Modern office practices, methods, and computer equipment and software relevant to work performed.

Ability to:

- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.
- Provide administrative and professional leadership and direction for the department.
- Plan, organize, direct, and coordinate the work of staff; delegate authority and responsibility.
- Select, train, motivate, and evaluate the work of staff and train staff in work procedures.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State and local laws, statutes, policies, procedures, and regulations related to assigned disputes.

- Organize work, set priorities, meet critical time deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of experience and education/training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Equivalent to graduation from an accredited four-year college or university with major coursework in judicial administration, public administration, or a related field and five (5) years of court experience, including two (2) years of supervisory experience.

OR

Equivalent to completion of twelfth (12) grade and eight (8) years of technical court experience, including work as a Courtroom Clerk and/or Legal Process Clerk, and two (2) years of supervisory experience.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset clients and/or public and private representatives in interpreting and enforcing departmental policies and procedures.