October 2018
FLSA: EXEMPT
CLASS CODE: 00687

COURT OPERATIONS MANAGER

DEFINITION

Under general direction, plans, organizes, manages, and provides daily operational direction and oversight for courtrooms, including the development and implementation of operational procedures; coordinates calendaring and juries of courtrooms county-wide; fosters cooperative working relationships among Court personnel, including Judges, Commissioners, supervisors, clerks and courtroom support staff; provides highly responsible and complex professional assistance to the Assistant Court Executive Officer in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Assistant Court Executive Officer. Exercises general direction and supervision over supervisory, professional, technical, and administrative support staff through subordinate levels of management and supervision.

CLASS CHARACTERISTICS

This is a management classification that oversees, directs, and participates in all activities of courtroom operations, including the planning, development and implementation of courtroom procedures and identifying resources needed to meet the goals and objectives of the Court. This class provides support to the judicial officers, Court Executive Officer, and Assistant Court Executive Officer in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of judicial policy, court functions and activities, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the Superior Court's courtrooms with Judges, Commissioners, courtroom clerks, interpreters and court reporters on a county-wide basis. The incumbent is accountable for accomplishing and planning operational goals and objectives and for furthering the Court's goals and objectives within general policy guidelines.

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 Court Operations.
- Participates in the development and implementation of operational goals, objectives, policies, and priorities for the Court; recommends within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures
- Selects, trains, motivates, and directs Court personnel; evaluates and reviews work for acceptability and conformance with Court 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.
- Contributes to the overall quality of the Court's operations by developing, reviewing, and implementing policies and procedures to meet judicial requirements and Court needs; continuously

monitors and evaluates the efficiency and effectiveness of operational 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.

- Coordinates, maintains, revises and publishes master court calendars and assignments working closely with Judges, Commissioners, other department managers and justice partners.
- Maintains and directs the maintenance of working and official departmental files and records for all Judicial Officers' time off, prepares calendars and provides quarterly usage reports.
- Arranges for and oversees all facets of the criminal grand jury including summoning for highly confidential proceedings, notifying appropriate personnel and coordinating proceedings with the presiding judge, securing documentation and exhibits and directing staff regarding confidentiality.
- Assists in the development, design and coordination of automated systems including research, analysis, testing and monitoring post program implementation; coordinates with IT to determine reporting requirements to ensure that statistical data is reported correctly through interfaces with the Judicial Council, and conducts clean-up and work around procedures to accommodate system deficiencies.
- Observes, instructs, reviews and formulates work practices, case flow management, procedures, procedural problems, training materials, and work flow.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Courtroom practices, procedures and calendar maintenance.
- General legal documents and terminology related to civil/small claims/criminal/traffic/probate/family law/mental health/grand jury/appellate, and juvenile cases.
- 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 courtroom administration.
- Modern office practices, methods, and computer equipment and applications related to the work.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures including Code of Ethics for Trial Court Employees, personnel rules, court policies, MOU's, labor management/employee rights,
  timetables, and jurisdiction of the Court.
- Policies and procedures for the Assigned Judges Program through the Judicial Council.

Ability to:

- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls consistent with regulations and court policies and goals.

.

- Provide administrative and professional leadership and direction for the department and the Court.
- Interpret, apply, explain, and ensure compliance with all California codes, ordinances, laws, regulations, procedures and policies, operations and timetables.

- Plan, organize, direct, and coordinate the work of supervisory, professional, and technical personnel; delegate authority and responsibility.
- Select, train, motivate, and evaluate the work of staff and train staff in work procedures.
- Research, analyze, and evaluate operational methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Organize and prioritize a variety of operations in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate office equipment and computer applications related to the work.
- 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.
- Plan, supervise, direct and evaluate the workload of Courtroom staff.
- Produce and respond with flexibility to changing demands and priorities throughout daily court functions.
- Establish and maintain effective working relationships with individuals and groups at all levels of the organization, elective and appointive bodies, and members of the general public.

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; to operate a motor vehicle and to visit various Court and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be 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.

ENVIRONMENTAL ELEMENTS

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 staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.