October 2018
FLSA: EXEMPT
CLASS CODE: 00787

COURT SERVICES SUPERVISOR

DEFINITION

Under general direction, plans, schedules, assigns, and reviews the work of courtroom clerks and courtroom support staff of all branches to ensure established policies, procedures and guidelines are being followed; serves as liaison to judicial officers regarding the coordination of a variety of court related matters; provides professional support to the Court Operations Manager; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Court Operations Manager. Exercises direct and general supervision over assigned staff.

CLASS CHARACTERISTICS

This is the full supervisory-level class in the Courtroom Clerk class series. Responsibilities include planning, organizing, supervising, reviewing, and evaluating the work of courtroom staff and courtroom support Legal Process Clerk III staff. Performance of the work requires the use of considerable independence, initiative, and discretion within established 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, organizes, assigns, supervises, and reviews the work of assigned courtroom clerks and support staff.
- Implements goals, objectives, policies, and priorities for courtroom services; identifies resource needs; researches, recommends, and implements policies and procedures, including standard operating procedures for courtroom operations based upon new legislation, programs, or technology.
- Resolves technical and procedural problems for staff and provides assistance in solving difficult case processing problems.
- Develops and implements new procedures and work instructions.
- Trains and instructs staff in work methods and procedures.
- Evaluates employee performance, counsels employees and effectively recommends initial disciplinary action; assists in selection and promotion.
- Determines and recommends equipment, materials, and staffing needs for courtroom operations.
- Confers with Judges, administrators and staff concerning courtroom and record keeping procedures, calendars, and forms.
- Maintains, orders, and reviews all forms used in the courtroom; creates additional forms as needed.
- Assists management on daily courtroom operations; tracks judges' availability; coordinates assignment of visiting judges; prepares weekly judicial coverage schedule.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of courtroom practices and procedures.
- California codes, ordinances, laws, regulations, procedures and policies, operations, timetables and jurisdiction of the Court.
- Documents and terminology related to civil, small claims, criminal/traffic, probate, family law and juvenile cases.
- Modern office practices, methods, and computer equipment and applications.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Computer and record systems of the Court.
- Technical resource materials and information sources applicable to the area of assignment.

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Supervise, train, plan, organize, schedule, assign, review, and evaluate the work of staff.
- Interpret, apply, explain, and ensure compliance with applicable statutes, codes, laws and procedures.
- Understand, interpret, and successfully communicate both orally and in writing, pertinent department policies and procedures.
- Maintain complex legal records.
- Identify problems, research and analyze relevant information and develop and present recommendations and justification for solution.
- Prepare clear and concise reports, correspondence, and other written materials.
- 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 the completion of twelfth (12th) grade supplemented by college-level coursework and/or technical training in administrative support and five (5) years of experience performing the duties of a courtroom clerk in San Joaquin Superior Court or as a courtroom clerk in another California trial court, or five (5) years of varied technical court experience with significant experience in lead and training activities.

Licenses and Certifications:

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

PHYSICAL DEMANDS

Ability to sit or stand for extended periods of time; manual dexterity sufficient to operate computer keyboard; vision sufficient to read and write material; sufficient strength to lift and carry materials weighing up to 25 pounds on a frequent basis, in all cases with the use of proper equipment; ability to speak clearly on the telephone and at a public counter; frequent public contact; may require occasional attendance at evening meetings or weekend sessions and travel.

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.