



Pima County Consolidated Justice Court

Job Description

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| Job Title: | Case Management Supervisor |
| Class Code: | 5698 |
| Class Title: | Management & Supervision Level 1 |
| FLSA: | Exempt |
| Court Status: | Court Classified |
| Salary Range: | \$40,641 - \$60,961 annually |
| Minimum Qualifications: | |
| <p>High School diploma or equivalent and four years of experience performing administrative/clerical duties in a legal office environment including one year of experience in a lead or supervisory capacity; OR any equivalent combination of experience, training and/or education approved by Human Resources.</p> | |
| Licenses and Certificates: | |
| <p>None required, but preference given to applicants with specialized certification or licensure relative to the area of assignment.</p> | |
| Summary: | |
| <p>Supervises and coordinates the employees and all assigned work in a unit preparing, processing, researching and maintaining records, databases and reports.</p> | |
| Essential Duties: | |
| <ul style="list-style-type: none"> • Champion the values of the court through example and accountabilities; • Manage, coordinate, and determine priorities of work load, monitoring levels of resources, establishing time lines, assigning work, monitoring progress, recommending changes and suggestions, writing, reviewing, and editing reports prepared by staff, and approving completed projects and reports; • Provide customer service by responding to information requests, conducting research, providing solutions to problems, and correcting errors; • Resolve problems by correcting errors in databases, answering questions, identifying, investigating, resolving and reporting problems, and discussing and resolving complaints; • Ensure that unit work conforms to local, state, and federal governmental regulations, and other applicable rules and requirements; • Assist with the development, implementation, evaluation and interpretation of division policies, projects and procedures; • Implement controls for appropriate unit staffing and effectiveness by participating in the recruitment and hiring of employees; • Promote positive moral in the unit by providing leadership and guidance to staff through example, competency, and accountabilities; • Monitor and evaluate employee performance, identifying personnel issues and facilitating resolutions, prepares employee evaluations; • Take progressive discipline actions up to and including a suspension of less than 40 hours; • Prepare and verify time sheets, logging absences and vacation time; • Coordinate staff schedules to ensure adequate coverage; • Archive by monitoring routine and confidential operation of work; | |

- Assist with records and document management issues by answering questions from personnel regarding storage and retrieval of records, destruction of records, and retention of records;
- Prepare reports including budget reports, databases and other documents by researching and verifying facts, consulting with other agencies, compiling statistics and preparing, submitting and distributing drafts;
- Ensure standard accounting practices are utilized.

Additional Duties:

- Participate and serve on committees and specialized workgroups as directed by the Case Management Manager;
- Operate a variety of office equipment such as photo copiers, desktop computers, facsimile machines and a cash register;
- Complete duties, special assignments and projects as assigned.

Knowledge of:

- Principles and practices of supervision;
- Practices and procedures of a legal office environment;
- PCCJC personnel policies, rules and systems;
- Federal, State and local laws, rules, regulations, mandates and legal procedures for the area of assignment;
- PCCJC Training methods, programs and procedures.

Skill in:

- Coordinating internal activities with other divisions, departments and jurisdictions;
- Coordinating the efforts of support staff;
- Effective communicating both orally and in writing;
- Assisting the development and administration of training/development programs and changes to operating procedures;
- Assessing the impact of new/changed rules, regulations and mandates on activities of assigned areas;
- Operating office equipment.

Special Notice Items:

All positions require satisfactory completion of a background investigation by law enforcement agencies, due to need for access to law enforcement, corrections, detention and courts facilities or associated confidential or sensitive information, documents, communications systems and like materials.

Physical/Sensory Items:

Typically performs duties in an office environment and may lift material or equipment weighing twenty-five pounds or less.