



Pima County Consolidated Justice Court

Job Description

Job Title:	Court Case Management Lead
Class Code:	5680
Class Title:	Court Case Management Lead
FLSA:	Non-Exempt
Court Status:	Court Classified
Minimum Qualifications:	
A high school diploma or the equivalent and four years of customer service or office experience; OR any equivalent combination of experience, training, and/or education approved by Human Resources. OR any equivalent combination of experience, training, and/or education approved by Human Resources.	
Licenses and Certificates:	
None required.	
Summary:	
Provides specialized support to the case management supervisor. Incumbents are expected to exercise professional discretion, with minimal direction, while performing day-to-day activities within established guidelines and procedures. This is a court classified position that reports directly to the Court Case Management Supervisor.	
Essential Duties:	
<ul style="list-style-type: none">• Assists in daily operations, setting work priorities, and developing work schedules;• Plans and conducts training for all employees in the department;• Serves as the initial contact for escalated customer service challenges;• Provides technical expertise to staff on processes, policies, and procedures; Applies policies and procedures to completed work assignments ensuring compliance with local, state, and federal ordinances, policies, and procedures related to the area of assigned responsibility;• Assists with the development, implementation, evaluation, and interpretation of division policies, projects, and procedures;• Promotes positive morale in the unit by providing leadership and guidance to staff through example, competency, and accountabilities; Assists with the preparation and verification of timesheets;• Assists with monitoring employee performance, identifying personnel issues, and providing input on staff performance evaluations.	

Additional Duties:

- Assists with the preparation of reports including budget reports and other documents by researching and verifying facts, consulting with other agencies, compiling statistics, and preparing, submitting and distributing drafts;
- Participates and serves on committees and specialized workgroups as directed by the Case Management Supervisor;
- Complete duties, special assignments, and projects as assigned.

Knowledge, Skills, and Abilities:

- Must have a knowledge of legal procedures, practices, and terminology;
- Must have a good knowledge of business English, the skills to employ grammar, punctuation, and spelling in written notices and/or documents, and a good mathematical aptitude.
- Must have knowledge of Microsoft Office software and the skills to enter, modify, and retrieve information in a multipart database.
- Must have the decision-making skills to prioritize and complete assigned tasks in a flexible, efficient, and accurate manner.
- Must have the ability to perform work to established time constraints and deadlines.
- Must have the ability to communicate effectively with a diverse group of coworkers, judicial staff, attorneys, and the public.
- Must have the ability to work effectively within a team-based environment.
- Must have the ability to work with and maintain the confidentiality of court-related information and personnel matters.

Special Notice Items:

All positions require the satisfactory completion of a background investigation by law enforcement agencies, due to the need for access to law enforcement, corrections, detention, and court facilities or associated confidential or sensitive information, documents, communications systems, and like materials. Preference may be given to applicants who are Spanish speakers.

This job description may not be inclusive of all assigned duties and responsibilities. The court reserves the right to amend the duties and responsibilities at any time.

Physical/Sensory Items:

Typically performs duties in an office environment to include sitting for extended periods of time and occasionally bending and stooping. May lift material or equipment weighing 20 pounds or less.