



## Pima County Consolidated Justice Court

### Job Description

<b>Job Title:</b>	<b>Manager, Court Operations</b>
<b>Class Code:</b>	5230
<b>Class Title:</b>	Manager, Court Operations
<b>FLSA:</b>	Exempt
<b>Court Status:</b>	Court Classified
<b>Minimum Qualifications:</b>	
<p>A bachelor's degree from an accredited college or university with a major in business or public administration, criminal justice, social or behavioral science, or a related field and four years of supervisory or management experience; OR an associate's degree from an accredited college or university with a major in business or public administration, criminal justice, social or behavioral science or a related field and six years of supervisory or management experience; OR a high school diploma and eight years of supervisory or management experience in a court setting.</p>	
<b>Licenses and Certificates:</b>	
<p>None required, but preference is given to applicants with specialized certification or licensure relative to the area of assignment.</p>	
<b>Summary:</b>	
<p>Develops strategies for initiating projects and program development for assigned units. Conduct the analysis and research of operating procedures, programs, processes, and systems. Design and implement, as directed, modifications to procedures, programs, data tracking, and collection processes.</p>	
<b>Essential Duties:</b>	
<ul style="list-style-type: none"><li>• Direct the daily operation and work activities of assigned units and resolve issues related to the planning of the Court's calendar.</li><li>• Manages the unit by effectively allocating staff workload assignments.</li><li>• Problem-solve issues regarding AGAVE functionality and/or data entry made by users internal and external to the court, verify quality assurance of data and work with information technology to identify options and resolutions, when appropriate.</li><li>• Problem-solve e-filing issues as well as any issues related to technology affecting case processing.</li><li>• Conduct periodic reviews of the data entry and associated activities to maintain accurate statistical information for the creation of periodic reports for the Deputy Court Administrator.</li><li>• Monitor the quality of customer service provided by staff, for both internal and external customers.</li></ul>	

- Propose, develop, communicate, and evaluate policies, procedures, and objectives to enhance the effectiveness and productivity of the entire organization. Interpret and apply appropriate statutes, rules, and operating procedures.
- Assist in the preparation of the department's budget and monitoring of expenditures such as capital equipment purchases and the ordering of supplies.
- Participate in the selection of new hires, transfers, and/or promotions.
- Develop training plans and materials to support the cross-training of case management staff and in maintaining their knowledge and skills as technology impacts processes.
- Support employee training, performance goals, and appraisals, and ensure units perform work accurately, timely, and in accordance with protocol.
- Approve staff requests for time off and verifies electronic time sheets for payroll.
- Conduct special projects to include studies of case management, surveys of department procedures and statistical data gathering, AGAVE issues, and may enlist appropriate staff to assist with projects.
- Acts on behalf of the Deputy Court Administrator in their absence, addressing case management issues, resolving operational/AGAVE issues, attending meetings, and responding to requests from court management, judicial staff, and the public.
- Ensure staff has complied with COJET training requirements.

#### **Additional Duties:**

- Serve as a liaison with local criminal justice agencies and the public to coordinate program activities, resolve problems, address issues, and discuss program objectives and goals.
- Provide information regarding case management records of court activities to government agencies and the public upon request.
- Serve as Justice Court representative at seminars and/or meetings.
- Collaborate with other groups to improve services and productivity.
- Complete duties, special assignments, and projects as assigned.

#### **Knowledge, Skills, and Abilities:**

- Must have a working knowledge of case management processes and software.
- Must have a strong knowledge of the principles of supervision, training, communication, and delegation, and be able to demonstrate sensitivity in handling personnel matters.
- Must have the ability to communicate effectively, both verbally and in writing, with a diverse group of people.
- Must have proficient skills to operate a computer and work with Microsoft Office software including Outlook, Word, Excel spreadsheets, and electronic databases.
- Must have a general knowledge of the operation and procedures of a court and the justice system.
- Must have the ability to manage resources and be familiar with basic budget planning.
- Must have the ability to plan, organize, and coordinate support functions in an office setting.
- Must have the ability to research facts, analyze, and identify resolutions to issues.
- Must have the ability to work with and maintain the confidentiality of court-related information.
- Must have the ability to work independently and under pressure.

#### **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 and may lift material or equipment weighing twenty pounds or less.