



DISTRICT COURT MANAGER OF OPERATIONS

Department: District Court
Job Class #: 143900
Pay Range: Executive 06

FLSA: Exempt
Represented: No

Classification descriptions are intended to present a descriptive list of the range of duties performed by employees in this class and are not intended to reflect all duties performed within the job.

GENERAL FUNCTION

The Operations Division Manager is responsible for helping the Court Administrator accomplish the Court's mission of promoting respect for law, society and individual rights; providing an open, accessible, and effective forum for the resolution of cases; resolving matters in a just, efficient, and timely manner; and assuring the dignified and fair treatment of all parties. The Manager is responsible for the independent planning, designing and implementation of programs and projects that comply with the Court's policies and legal requirements. This work involves originating new policies and techniques to deal with the many complex duties of this office; along with the coordination of these duties and functions through subordinates. The Operations Division Manager has latitude in making decisions regarding work priorities, methods, and workflow, and in interpreting policies and legal responsibilities. The Manager coordinates with individuals within the court and individuals and agencies within the community to ensure the effective and efficient implementation and operation of the programs, projects and services of the court. The Manager leads the division staff and manages the resources allocated to their mission. The Manager constantly monitors the operations of the division to develop better ways to achieve the Court's mission. This position reports directly to the Court Administrator.

ESSENTIAL FUNCTIONS

As part of the District Court Administrative Management Team, the Operations Division Manager assists the Court Administrator in providing leadership, vision, and development of a long-term strategy for effective court services. This includes:

- Assuming responsibilities of the Court Administrator when the Administrator is absent.
- Serving as a member of the District Court five-person Administrative Management Team.
- Maintaining excellent working relationships with judges, administrators, and justice system partner agencies.
- Participating in the recruitment and hiring of new personnel.
- Performing other duties as assigned by the Court Administrator.

Assists the Court Administrator in representing the District Court as an independent third branch of government. This includes:

- Serving as liaison with law enforcement, members of the local bar, Prosecuting Attorney's Office, Department of Assigned Counsel, Dispute Resolution Center, mediators, and other agencies regarding daily operations of the Operations Division.
- Assisting in the formulation of the Court's position on matters relating to case processing.
- Representing the Court Administrator or the Court, or serves as liaison for the Court, on various agencies and county and state committees.

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Develops and implements a long-term strategy for the effective adjudication of cases. This includes:

- Assist the Court Administrator in developing and implementing the judicial branch strategic direction as it relates to criminal and civil cases.
- Identifying new technologies for the improvement of case processing, planning and managing their procurement, and ensuring their effective implementation.
- Identifying and proposing innovative strategies.
- Developing operational goals and objectives.
- Developing and implementing effective administrative practices to improve the processing of cases.
- Providing effective direct leadership to the personnel in the Operations Division and effective indirect leadership by example to other members of the Court staff.

Develops, implements, monitors, and evaluates policies and procedures to ensure the fair, efficient, and effective processing of cases. This includes:

- Developing policies to promote efficiency and compliance with law, state and local court rules, and court policies.
- Reviewing new legislation and state court rules for impact on the Court and the Operations Division.
- Drafting and revising procedures, manuals, and forms to implement policies.
- Coordinating policies with partner agencies and individuals.

Oversees the operation of the Operations Division. This includes:

- Planning, organizing, coordinating and managing the daily operations of the Operations Division, including daily procedures, calendaring, personnel, case flow, records and exhibit maintenance, and implementation of organizational change.
- Overseeing the critical functions necessary for the operation of the courtrooms, including, but not limited to, calendar preparation, courtroom coverage, jury management, and monitoring case status to ensure compliance with judicial orders.
- Controlling and overseeing the random and systematic assignment of criminal cases to the Judges of District Court, including the consolidation of cases when necessary;
- Coordinating the collection, preparation, and analysis of complex reports and statistics requiring thorough knowledge of the Operations Division operations, procedures and regulations;
- Supervising and evaluating the Operations Division supervisors and assisting in training new personnel;
- Developing and leading a vigorous personal development and training program in the Operations Division;
- Performing essential personnel management duties within the Operations Division;
- Delegating responsibilities within the Operations Division and following up on those delegations;
- Developing, documenting, and interpreting court policies in relation to the activities of the Division and ensuring that the policies are followed; addressing questions that subordinates cannot answer and receives, investigates and resolves, or recommends solutions, to the public's complaints and problems;
- Reviewing performance evaluations, taking disciplinary action when necessary, and reviewing training requests within the Operations Division;
- Analyzing workspace requirements for staff and recommending remodeling or modifications as necessary;
- Analyzing technical requirements for the Operations Division; and
- Effectively coping with stressful or emergency situations calmly and effectively.

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PHYSICAL REQUIREMENTS

The physical demands are representative of those that must be met by an employee to successfully perform the essential job functions. This job class requires the ability to sit for prolonged periods of time. Finger dexterity is required in order to use and operate a personal computer and other related office equipment. Communicating both verbally and in writing at an advanced level is required. Travel to meetings away from the regular work site is required. This job class is subject to a stressful work environment while working on legal matters with judges, law enforcement and elected officials. There is minimum lifting requirement for this job class.

KNOWLEDGE, SKILLS, AND ABILITIES

Demonstrated knowledge of, or ability to become skilled at:

- Court and justice system environments;
- Principles and practices of public sector planning, budgeting, policy-making, leadership, performance measurement and management;
- Separation of powers among government branches;
- Intergovernmental and inter-organizational relationships;
- Principles of team building, personnel management, mentoring, staff education and training, and supervision;
- Information, telecommunications, and records management principles and technology;
- Customer service, public education, media and public relations concepts and techniques;
- Effective case-flow management principles;
- Laws, court rules, regulations, and procedures for courts of limited jurisdiction, preferably for Washington State; and
- The on-line automated District and Municipal Court Information System for the State of Washington (DISCIS).

Demonstrated ability in:

- Consensus building, mediating and resolving complex, controversial, and potentially divisive issues;
- Working with judges and other elected officials;
- Effective problem-solving;
- Interpersonal relations;
- Negotiating;
- Persuasive and patient communication;
- Priority setting;
- Meeting and group facilitation;
- Strategic thinking;
- Making critical decisions involving complex issues;
- Working collaboratively and using teams;
- Effective writing, speaking and listening
- Working with racially, ethnically, and other diverse groups of people;
- Supervising and evaluating professional, technical, and clerical staff;
- Developing, writing, and implementing court policies and procedures; and
- Using a personal computer, electronic networks, and other information and communications technologies.

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MINIMUM QUALIFICATIONS

Bachelor's degree in Business Administration, Public Administration or a closely related field with four or more years of demonstrated experience as a criminal justice manager or administrator. Additional education or experience may substitute for the recruiting requirements. Work experience in Washington courts preferred.

SPECIAL REQUIREMENTS AND/OR QUALIFICATIONS

Must possess a valid Washington State Driver's License, or the ability to obtain the license within 30 days of employment, or otherwise meet the travel requirements of the position. Successful completion of a Pierce County background investigation which includes criminal history (limited to the last 10 years) is required prior to employment.