



Court Manager

Class Code:
4990

Bargaining Unit: Alameda County Management Employees
Association

SUPERIOR COURT OF CALIFORNIA, COUNTY OF ALAMEDA
Established Date: Sep 1, 2015
Revision Date: Sep 4, 2015

SALARY RANGE

SEE SALARY SCHEDULE

JOB DESCRIPTION:

Under general direction, plans, organizes, manages, oversees and assists with the non-judicial operations and administrative functions of one or more areas or units of the Court. Develops and implements goals, objectives, policies and standards applicable to the area of responsibility; analyzes business processes for assigned area, and makes business process improvements designed to improve the quality and efficiency of Court operations; supervises staff both directly and through subordinate supervisors.

EXAMPLES OF DUTIES:

May include but not limited to the following:

1. Manages and participates in the daily operation of an assigned unit or group; develops and implements goals, objectives and procedures for the unit or group consistent with Court policies; develops standards against which to evaluate performance and level of service; recommends changes in policies and procedures.
2. In consultation with internal Divisions and external agencies as appropriate, develops, updates, and maintains comprehensive policies and procedures covering the work of the Unit.
3. Acts as a liaison between court administration, and other units and divisions within the court; responds to and resolves issues and complaints.
4. Plans, organizes, evaluates and monitors work plans, programs, processes, systems and procedures to achieve court and area-specific mission, goals and performance measures consistent with the Court's quality and customer service expectations.
5. Plans, organizes, directs and evaluates the performance of subordinate supervisors and staff; establishes performance requirements and individual development targets; regularly monitors performance and provides coaching for performance improvement and development; takes

disciplinary action, up to and including termination, to address performance deficiencies, in accordance with court human resources policies and labor contract agreements.

6. Works closely with supervisors to attract, develop and retain highly competent, service oriented staff through selection, training and day-to-day management practices that support the court's mission, objectives and service expectations; provides leadership and participates in programs and activities that promote a positive employee relations environment.

7. Participates in developing and implementing goals, objectives, policies and standards applicable to operational responsibilities; monitors the effectiveness of operations under purview; conducts operational and analytical studies and makes recommendations as appropriate; evaluates policies and procedures affecting areas of assigned responsibility; assists in development of policies and procedures to ensure compliance with applicable laws and court rules as well as enhance service and facilitate effective case processing; conducts audits of work procedures and products to ensure efficiency and compliance with applicable state and local rules and regulations; prepares procedural memorandum and manuals.

8. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS:

Education

Graduation from an accredited college or university with a Bachelor's degree. Additional years of lead or supervisory experience in a business, court or legal environment may substitute for the education on a year for year basis.

And

Experience:

The equivalent to two years of supervisory or management experience with responsibilities for a division, department or agency in a business, court or legal environment.

KNOWLEDGE AND ABILITIES:

Knowledge of principles and practices of supervision, training and management; applicable federal, state and local laws, regulations, statutes and rules relating to scope of responsibility; complex legal, and administrative terminology, phraseology, documents, and procedures; grammar, spelling, vocabulary and punctuation; courtroom procedures and protocol. Strong technological skills.

Ability to supervise, train, assign, review and evaluate the work of others; manage complex schedules involving numerous individuals; direct, manage, evaluate and administer various court-related programs; meet with direct reports and manager regularly to discuss operational

issues; coordinate the day to day functions of assigned Units and staff; manage the storage and destruction of records in accordance with applicable statutes; establish and maintain effective working relationships with judicial officers, court administration, court staff, attorneys, justice partners; maintain confidential information where legal standards so require; deal professionally and courteously with the bar, litigants and the public in general.