



Administrator, Office of Planning, Research and Outreach

Class Code:
4957

Bargaining Unit: Unrepresented - Management

SUPERIOR COURT OF CALIFORNIA, COUNTY OF ALAMEDA
Established Date: Sep 10, 2013
Revision Date: Sep 10, 2013

SALARY RANGE

SEE SALARY SCHEDULE

JOB DESCRIPTION:

Under general direction of the Court Executive Officer, to manage the overall operational activities of the Office of Planning, Research and Outreach which include, but are not limited to; Operational Evaluation and Analysis; Strategic Planning; Statistical Reporting; Communications, and Volunteer Services; to plan, to organize, to coordinate, to direct and to review Office of Planning, Research and Outreach programs and initiatives; to assist in the development, implementation and evaluation of the Court's strategic plan, goals and objectives; to hire, to train, to supervise and to evaluate staff and volunteers; and to perform other related duties as assigned.

EXAMPLES OF DUTIES:

NOTE: The following are duties performed by employees in this classification; however, employees may perform other related duties at an equivalent level. Each individual in the classification does not necessarily perform all listed duties.

1. Oversees the overall management and day-to-day operations of the Office of Planning, Research and Outreach.
2. Conducts both quantitative and qualitative evaluation of Court operations, programs and services designed to identify and promote effectiveness and efficiency; is an expert in court business process reengineering and works with Operations staff and judicial officers to implement reengineering strategies; prepares, analyzes and interprets court wide research and studies as needed; develops recommendations for solutions, including those designed to increase court revenue; and devises and implements those solutions as appropriate.
3. Drafts and updates the Court's Strategic and Operational Plans in consultation with the Court's Executive Team and Committee; seeks input from stakeholders in the development and modification of the Strategic and Operational Plans; identifies strategies for aligning Operations and Administrative activity with the Court's Strategic and Operational Plans.

4. Manages internal and external communication including the development, publication and updating of a wide range of materials such as news releases, public service announcements, fact sheets, Court newsletters and brochures; serves as Media Liaison and develops advertising campaigns, video productions, radio and television public service announcements; may direct the Court's community education programs; and participates in outreach programs and initiatives.

5. Manages staff and volunteers and related programs in a manner that best serves the public, justice, and other governmental partners while maximizing operational efficiency; meets regularly with staff to keep informed of and address administrative issues, gain information regarding organizational culture, and ensure efficient delivery of services; and assists in the implementation of teamwork strategies designed to achieve organizational goals and objectives.

6. Selects, trains, develops, coaches, supervises, evaluates and disciplines employees directly; and participates in a 360 degree evaluation process that includes the development of annual performance plans and reviews, and ensures that reviews are completed for all Office staff.

7. Coordinates work with Division Directors assigned to other operational areas as required; works with the Court Executive Team to effectively manage coordination and interaction across Court operational and administrative areas.

8. Identifies information technology-related initiatives designed to increase work quality and/or operational efficiency; participates in the development and implementation of information technology initiatives; analyzes and evaluates automated systems; coordinates or participates in special projects related to automated systems; prepares case management statistics; and works with other divisions on the implementation, maintenance and enhancement of automated systems.

9. Assists in budget preparation, administration and monitoring.

10. Serves on Court, regional and state committees; establishes and facilitates communication both within the Court and externally with other agencies and organizations; and acts as a liaison with other trial courts, and local and statewide organizations and governments.

11. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS:

Education:

Graduation from an accredited college or university with a Bachelor's degree.

And

Experience:

The equivalent of four years of full-time professional experience in research, planning and policy in a court, legal or public sector setting, including supervision of regular employees.

A graduate degree in Public Administration, Public Policy or a related field from an accredited college or university may be substituted for one year of the required work experience.

KNOWLEDGE AND ABILITIES:

Knowledge of quantitative and qualitative evaluation methods, business process reengineering, strategic and operational plan development and implementation, principles and practices of administration, supervision and budget management; laws, code of ethics, regulations and rules governing the operation of a court; legal terminology, forms and procedures; methods of leadership, communication and project management; problem solving and conflict resolution; workforce development; effective customer service practices; employee development, supervision, training, evaluation and discipline; judicial branch operations; relationship of court to various justice partners, other public and community agencies; case management systems and other advanced technology tools.

Ability to plan, supervise and coordinate the work of others; identify, analyze and solve problems; develop, implement and evaluate policies and procedures; direct, manage and/or coordinate various court-related programs; develop, implement and evaluate projects and programs to enhance service to the public and/or support community outreach policies; maintain effective relationships with judicial officers, staff, attorneys, justice partners, including ancillary agencies; establish individual and group expectations for performance and accountability; communicate both orally and in writing; utilize data to monitor trends and operational performance; review literature, codes, laws and records; prepare reports; implement and utilize technology tools to improve operational efficiency and effectiveness; interpret and implement statutes, rules of court, policies and procedures applicable to the operations of the Office of Planning, Research and Outreach; effectively manage in a diverse work environment serving a multi-cultural community; organize and set work priorities, and meet deadlines; prepare concise reports and verbal recommendations on complex issues; and make formal verbal and written presentations.

CLASS SPEC TITLE 6:

Physical Demands:

Physical demands include walking, standing, sitting and climbing up and down stairs; strength, dexterity, coordination and vision to use a keyboard and video display terminal; hearing, listening and speaking to communicate with the public and court staff; dexterity and coordination to handle files and single pieces of paper; occasional lifting of objects weighing up to 25 lbs. such as files, stacks of papers, reference and other materials; moving from place to place within an office or other court location; and reaching for items above and below desk level. The job

requires travel by car.

Working Conditions:

Video display terminal is used on a daily basis. Attend meetings, respond to emails, and engage in work as needed outside of normal business hours. Work occasional evening and weekend hours. May be required to travel statewide as necessary.

FLSA Status:

Exempt