



Operations Training Specialist

Class Code: 5025

Bargaining Unit: Service Employees International Union

SUPERIOR COURT OF CALIFORNIA, COUNTY OF ALAMEDA
Established Date: October 5, 2022
Revised: August 7, 2023, October 1, 2025

SALARY RANGE

SEE SALARY SCHEDULE

JOB DESCRIPTION:

JOB DEFINITION

Under general supervision, the Operations Training Specialist participates in the development and implementation of courtroom clerk staff and clerk's office staff training and development programs; and performs other related duties as assigned.

DISTINGUISHING FEATURES

Operations Training Specialists are responsible for developing and evaluating training programs and procedures for employees assigned to work in Court Operations. The Operations Training Specialist provides work-related learning opportunities in the form of classes, presentations, one-to-one training and assistance, and other resources. Incumbents assigned to this classification are expected to have a high degree of subject matter expertise, and design and deliver training programs, conduct research, develop, and prepare training materials in consultation with court operations. The classification is responsible for recommending and implementing improvements and updates based on current rules, regulations, and legal authorities to procedures, forms, business processes and other resources.

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 the duties listed.

1. Assists in planning, developing, facilitating, and delivering training for probationary and tenured employees in the assigned division.

2. Monitors for regulatory, procedural, and legal authority changes; plans, develops, updates and delivers training consistent with the changes and ensures training for employees in the assigned division is current.
3. Participates in the design and delivery of training programs and in the selection of suitable media; develops and prepares job aids, training manuals, charts, visual aids, and other training materials.
4. Identifies the organization and sequence of subject matter to be taught in training programs to ensure maximum effectiveness.
5. Conducts and participates in classroom instruction, on-the-job training and assistance to probationary and tenured employees in court operations.
6. Reviews, edits, and updates training checklists as needed in consultation with their management team.
7. Evaluates the quality of delivered training using evaluation forms, assessments and other feedback measures developed to analyze training effectiveness; consults with division management, and other units as needed to strategize ways to improve the effectiveness of division training initiatives; makes recommendations for new training programs and/or revisions to existing training programs.
8. Schedules, tracks, and verifies employee enrollment in all trainings; uses the Court's Learning Management System (LMS) to schedule, track and verify employee enrollment in in person and online training as needed and under the guidance of L&D leadership.
9. Reviews completed work for thoroughness, accuracy, timeliness, and conformance with statutory requirements and established court standards and policies; identifies needed corrections and provides follow-up guidance and instructions, as needed; may review minute orders as needed.
10. Coordinates training at various court and offsite locations; ensures the prompt routing of resource materials, transports resources and equipment such as flip charts, overhead projectors, easels, and screens and other materials to Court training locations; ensures room availability; coordinates and facilitates the attendance of trainees; calendars remote/video trainings; coordinates technical assistance with OIT to support the successful delivery of remote/video training delivery.

11. Serves on court-wide committees as needed.

12. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS:

Experience:

Five years of experience as a Courtroom Clerk II or Legal Processing Assistant with demonstrated subject matter expertise in one or more case type(s).

Licenses; Certificates; Special Requirements:

A valid California Class "C" Driver's License or the ability to reliably utilize an alternative method of transportation when needed to carry out job-related essential functions.

KNOWLEDGE AND ABILITIES:

Knowledge of

- Courtroom Clerk functions and courtroom proceedings, Legal Processing Assistant functions, Sr. Support Assistant functions, and assigned procedures, forms, records, clerical and technical resource materials, and information sources applicable to the area(s) of assignment.
- Rules, regulations, policies, and legal authorities that govern Court Operations, as applicable to assigned areas of responsibility.
- Legal terminology applicable to the preparation, acceptance, and processing of legal documents; calendaring, and procedures.
- Policies, procedures, and regulations governing the intake, maintenance, safeguarding and disposal of exhibits.
- Courtroom demeanor and protocols; office demeanor and protocols; office administrative practices and procedures, including recordkeeping and filing.
- Use and operations of automated case management systems.
- Use and operations of technology used by courtroom staff, including software and hardware.
- Correct English usage, including spelling, grammar, and punctuation.
- Appropriate and effective media and materials to use for the development of training programs.
- Learning management software used to record employee enrollment.

Ability to:

- Demonstrate strong verbal communication, interpersonal, and presentation skills to effectively conduct training sessions.
- Demonstrate critical thinking and problem-solving skills to develop training materials and activities to facilitate an interactive learning environment.
- Learn, understand, and implement adult learning principles to aid in the creation of effective training programs.
- Use relevant presentation and document production software in order to create training materials, job aids and other visual aids.
- Demonstrate strong written communication skills to compose training materials that are grammatically correct.
- Explain and apply a variety of codes, statutes, policies, procedures, rules, and regulations related to the area of assignment.
- Demonstrate strong organizational skills to assist when engaged in research and exploration of creative methods for developing new or updating existing training materials.
- Communicate clearly and effectively.
- Understand and follow oral and written instructions.
- Maintain appropriate level of confidentiality of documents and records.

CLASSIFICATION HISTORY:

Date established: 10/05/2022

Revised: 08/07/23, 10/01/25