

SNOHOMISH COUNTY JOB DESCRIPTION

JUDICIAL SERVICES MANAGER

Spec No. 6304

BASIC FUNCTION

To manage the Clerk's Office Judicial Records, Court Services and Customer Service Divisions. Ensures the processing, maintaining and accessibility of court related legal documents and records in Civil, Criminal, Domestic Relations, Probate, Adoptions and Mental Illness matters arising in Superior Court; manage the Domestic Violence Protection Order and Family Law Facilitator Programs; and manage the Customer Service Division.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Plans, organizes, coordinates, and manages the operations of Judicial Records, Court Services and Customer Service Divisions; assigns and supervises, directly or through leads and/or supervisors, the work of division employees.
2. Supervises, reviews and evaluates the work of division employees; selects, hires, and promotes employees, conducts periodic performance evaluations of employees and counsels employees concerning job performance matters, determines the need for employee discipline and effectively recommends disciplinary actions as necessary.
3. Implements new laws and procedures as necessary; develops written procedures and policies; monitors existing procedures for compliance with state statutes; takes action to correct deficiencies, resolves problems and ensures compliance with state laws; recommends contacts with the Prosecuting Attorney for legal opinions as necessary.
4. Prepares the annual division budgets; prepares program goals and objectives; collects and reports division statistical information; administers the approved budget.
5. Supervises the development, acquisition, and installation of improved automated processing and filing systems and procedures in the office and assists in setting standards for state level system development, changes and installation of information tracking systems.
6. Serves as liaison with the Superior Court Management Information System for the State of Washington; develops, recommends and installs information tracking systems.
7. Represents the Clerk's Office on state level committees or task forces.
8. Designs, implements and supervises the department's record management program including security, retrieval, and issuance of all legal documents filed in Snohomish County Superior Court; supervises retention and destruction of court exhibits in compliance with state statute, court rules and state retention guidelines.
9. Oversees the providing of technical legal processing information to the public; answers the unique or technically difficult issues that employees cannot answer; receives, investigates and resolves the public's complaints and problems.

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STATEMENT OF ESSENTIAL JOB DUTIES (continued)

10. Trains divisional supervisors and leads to write procedures and reports, interpret court rules and state statutes, delegate, evaluate training programs and analyze work performance.

MINIMUM QUALIFICATIONS

A Bachelor's degree business administration, public administration or a closely related field; AND five (5) years of experience in the judicial system which includes two (2) years supervision/management of records management; OR any equivalent combination of training and/or experience which provides the required knowledge and skill. Experience working in a judicial, court services, domestic violence services, or legal environment preferred. Must pass job related tests.

SPECIAL REQUIREMENTS

A valid Washington State Driver's License is required.

KNOWLEDGE AND ABILITIES

Knowledge of:

- theories, principles and practices of management and supervision;
- Clerk's Office operations, practices and procedures;
- court rules, procedures, laws and regulations governing Superior Court;
- legal and procedural issues that have direct impact on the design of an automated computer systems;
- legal terminology, documents and document processing procedures;
- computer systems and software as they relate to the Clerk's Office and State systems.

Ability to:

- apply theory, principles and concepts to specific records, court services and customer service management;
- plan, organize and manage the operations of a County division;
- effectively supervise assigned staff;
- coordinate and prepare divisional budget;
- analyze divisional operations and make recommendations when necessary;
- work under pressure and delegate responsibilities;
- establish and maintain effective working relationships with appointed and elected officials, assigned staff and the public;
- communicate effectively, verbally and in writing, to a variety of individuals and groups from diverse backgrounds;
- read, interpret and apply laws, rules, codes and procedures governing court records;
- understand and execute complex oral and written instructions;

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KNOWLEDGE AND ABILITIES (continued)

Ability to:

- effectively resolve problems under own initiative;
- apply time management and organizational skills;
- deal with distraught and/or hostile individuals;
- provide excellent internal and external customer service;
- provide a team environment.

SUPERVISION

The employee in this classification receives general direction from the County Clerk or the Chief Deputy Clerk and has wide latitude for dealing with matters of the division. The work is reviewed through meetings and periodic status reports and by evaluation of the results obtained. Direct supervision is exercised over assigned office staff.

WORKING CONDITIONS

The work is performed in the usual office environment.

Snohomish County is an Equal Employment Opportunity (EEO) employer.
Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

Previous Spec No: 721679

Class Established: December 1982 as Judicial Process/Records Supervisor

Revised and Retitled: August 1991, February 1999, April 2001, July 2005 as Juvenile Division Manager; January 2008 as Judicial Records and Court Services Manager.

Revised and Retitled: June 2009

EEO Category: 1 – Officials and Administrators

Pay Grade: 110 – Management Exempt Pay Plan

Workers Comp: 5306 Non-Hazardous