

## **SNOHOMISH COUNTY JOB DESCRIPTION**

### **JUDICIAL OPERATIONS ASSISTANT LEAD**

Spec No. 6085

#### **BASIC FUNCTION**

To administer and perform complex technical operations of courtroom processes which may be at multiple worksites depending upon division assignment; provide customer service to the public; lead and train subordinate employees; and oversee the daily operations of the Courtroom Operations Division.

#### **STATEMENT OF ESSENTIAL JOB DUTIES**

1. Leads subordinates; prioritizes and assigns daily work and trains subordinate employees as necessary; reviews work in progress and upon completion to ensure accuracy and compliance with instructions and established policies and procedures; handles day-to-day personnel questions and problems; may act as the Supervisor in his/her absence.
2. Analyzes, researches and resolves complex technical court operation issues and questions encountered in the work unit which subordinate level employees cannot answer; and understands and possesses s in-depth knowledge of state laws, state and local court rules, and Administrative Orders governing court operations.
3. Receives, investigates and resolves customer's questions, issues and complaints; serves as technical support to the Clerk, Superior Court Administration and Bench, and other government agencies or contractual agents.
4. Develops, recommends, and implements procedural changes and systems for use by subordinate level employees in the work unit; may serve as liaison with other divisions/departments or government agencies; may be required to represent the department in related presentations/meetings outside the office.
5. Communicates staffing assignments to ensure the daily scheduling needs are met for all Superior Court courtrooms, jury management and the confirmations office; provides back up and peak workload coverage for co-workers.
6. Ensures daily functions of the Court Operations Division Confirmations and Jury Management Offices are performed; initiates business correspondence related to assigned duties.
7. Provides technical assistance and customer support to Superior and District court jury system users and jurors and to Finance.
8. Assists Manager and Supervisor with administrative matters including job interviews, budget preparation, employee evaluations, employee coaching and counseling, development of department and/or division policies and procedures, development of business requirements for computerized systems and assesses the impact of implementing new statutory requirements and court rules as directed.

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#### **STATEMENT OF ESSENTIAL JOB DUTIES (Continued)**

9. Provides complex training for Judicial Operations Assistant I and II employees on an ongoing basis.

#### **STATEMENT OF OTHER JOB DUTIES**

10. Collects data, prepares reports and maintains records as required including timekeeping for the division.
11. Acts as back up to Division Supervisor as assigned.
12. Testifies in court cases as a subject matter expert regarding Clerk's Office policies and procedures and statutory responsibilities as required.
13. Performs all duties of subordinate level employees as required, and may be assigned Judicial Process Assistant Lead and/or Judicial Accounting Assistant Lead duties.
14. Performs related duties as required.

#### **MINIMUM QUALIFICATIONS**

Associate's degree in criminal justice or paralegal studies or completion of an accredited legal assistant program; AND one (1) year experience as a Judicial Operations Assistant; OR three (3) years' experience as a Judicial Operations Assistant; OR, the equivalent combination of training and/or experience which provides the required knowledge and abilities. Must pass job related tests.

#### **SPECIAL REQUIREMENTS**

A valid Washington State Driver's License is required for employment.

Typing of forty-five (45) wpm required.

#### **KNOWLEDGE AND ABILITIES**

Knowledge of:

- Clerk's Office policies and procedures
- state and local court rules, Superior Court Administrative Orders and procedures, and state laws
- legal terminology and basic document processing procedures
- county departmental structures, specifically including Prosecuting Attorney, Public Defender, Superior Court, District Court, and Sheriff

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#### **KNOWLEDGE AND ABILITIES** (Continued)

- domestic relations court rules, procedures, and laws
- state and local databases and Clerk's case management system (CMS)
- computer software applications including Microsoft Office Suite
- office practices and procedures and commonly used equipment
- employee training practices, methods and techniques
- customer service best practices
- basic principles of supervision

#### Ability to:

- establish and maintain effective working relationships with superiors, peers, and subordinates
- learn, understand, and execute complex and technical oral and written policies and procedures
- research and provide answers to public regarding court operations questions
- follow complex oral and written instructions
- communicate effectively with customers including a culturally diverse population and angry or distraught customers in a professional courteous manner. May be required to obtain information from defendants in the face of hostility and dispute
- utilize standard and specialized office and courtroom equipment including computers, printers, copiers, telephones, and digital recorders
- update and write new procedures when necessary
- communicate effectively orally and in writing
- train and provide support to staff
- work independently in a high-pressure environment, making consequential work decisions in accordance with laws, court policies and procedures
- read, interpret and categorize data rapidly and accurately
- maintain accurate and complete court records
- analyze and solve work related problems; and communicate effectively with staff and supervisor/manager to promote and exchange ideas and information
- train and provide support to Customer Services, Case Management, Juvenile, Court Services, and select areas of Judicial Finance

#### **SUPERVISION**

The employee in this class receives administrative direction from the Judicial Operations Assistant Supervisor or division manager and has wide latitude in dealing with technical matters of the division. The employee is responsible for the quantity, quality and accuracy of the work produced by subordinates. The employee plans and carries out successive steps to resolve problems in accordance with written and/or verbal instructions, policies, procedures and accepted practices.

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#### **WORKING CONDITIONS**

The work is performed in all areas of the Clerk's Office and Superior Court, including the Denney Juvenile Justice Center and off-site locations.

#### **PHYSICAL EFFORT**

The employee must be able to perform physical tasks including lifting boxes and material weighing up to thirty (30) pounds, daily crouching, bending, kneeling, and reaching, and sitting and/or standing for long periods of time; use of ladders/step stools may be required. There is also considerable arm/hand movement required for database entry. Pushing a cart over carpets, concrete, and aggregate surfaces may also be required.

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

[EEO policy and ADA notice](#)

Class Established: September 1986 as Courtroom Operations Assistant II  
Revised and Retitled: June 1986 to Judicial Operations Assistant II  
Revised: October 1998, September 1999, February 2000, July 2017, January 2019  
EEO Category: 6 – Administrative Support  
Pay Grade: 237 – Classified Pay Plan  
Workers Comp: 5306 Non-Hazardous