

SNOHOMISH COUNTY JOB DESCRIPTION

JUDICIAL OPERATIONS ASSISTANT SUPERVISOR

Spec No. 6086

BASIC FUNCTION

To supervise the staff of the assigned division(s) which may be at multiple worksites depending upon division assignment; and assist the division manager in the successful completion of all divisional duties.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Provides leadership for division(s) as a member of the department leadership team.
2. Provides technical training assistance to staff, including writing of training procedures, policies and process manuals; and possesses in-depth knowledge of state laws, state and local court rules, and Superior Court Administrative Orders governing courtroom operations in the Clerk's Office.
3. Participates in planning for automation and technical operations, procedures and standards of the division; ensures plans are implemented.
4. Plans, assigns, coordinates, supervises and evaluates the work of subordinates in the assigned division; reviews work in progress and upon completion to ensure accuracy and compliance with instructions and established policies and procedures; addresses and resolves day-to-day personnel questions and issues.
5. Participates in and makes recommendations concerning the hiring, training, evaluation, discipline, transfer and termination of subordinate employees; develops work plans and monitors progress; assesses employee performance against established standards, goals and objectives; prepares performance evaluations of subordinate employees; counsel and coaches employees concerning job performance and makes recommendations to manager.
6. Develops, recommends and implements procedural changes, policies and standards for use by subordinates and ensure that areas of operation comply with applicable state laws, state and local court rules, and Superior Court Administrative Orders; prepares statistical and financial reports; monitors and maintains required records.
7. Coordinates training of employees on state databases and Clerk's Case Management System (CMS); participates in recommending system software specifications and enhancements.
8. Supervises the daily operations of Court Operations Division including the Jury Management and the Confirmations Offices; prepares statistical reports for the manager, and assists with preparing division operations and production reports.
9. Coordinates operations and provides technical assistance while promoting partnerships with other county departments and programs, outside agencies, citizen groups, and the general public as required.

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STATEMENT OF ESSENTIAL JOB DUTIES (Continued)

10. Analyzes and resolves all technical problems and questions encountered in the work unit that subordinate employees cannot answer; receives, investigates, and resolves customers' questions, problems and complaints.
11. Administers expenditures of divisional budget line items for supplies, equipment, extra help, overtime and printing; participates in the preparation of the divisional annual budget, divisional plans, goals and objectives.

STATEMENT OF OTHER JOB DUTIES

12. May prepare or provide backup for divisional payroll records and related correspondence and forms; approves leave requests; and monitors for compliance with federal and state law.
13. Testifies in court cases as a subject matter expert regarding Clerk's Office policies, procedures and statutory responsibilities as required.
14. Ensures that the daily functions of the division are accomplished by providing back up and peak workload coverage for employees, performing any or all of the duties of subordinate employees as required; may be assigned Judicial Process Assistant Supervisor and/or Judicial Accounting Assistant Supervisor duties.
15. Monitors, facilitates training and provides status report on interns, volunteers, and contract staff.
16. Acts as the divisional manager in his/her absence.
17. Collects, analyzes and reports division productivity data; designs and recommends new forms, information systems, and reports as appropriate.
18. Oversees special projects as assigned.
19. Attends continuing education and meetings as required; participates in technical planning meetings with manager and staff from other counties and staff from the State Administrative Office of the Courts.
20. Performs related duties as required.

MINIMUM QUALIFICATIONS

Bachelor's degree in criminal justice, public administration, business administration, or closely related field; AND one (1) year experience as Judicial Operations Assistant Lead; OR five

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MINIMUM QUALIFICATIONS (Continued)

(5) years of experience performing and supervising Clerk's Office courtroom operations, jury, and confirmations functions, OR, any equivalent combination of training and/or experience that provides the required knowledge and skills. 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
- supervisory methods and techniques
- payroll and attendance record keeping
- state law, state and local court rules and Superior Court Administrative Orders regarding courtroom operations, jury management and court document processing;
- standard office machine operation
- hardware/software used in daily operations
- computer software applications, including Microsoft Office Suite
- audit procedures and practices
- mediation and complaint resolution practices

Ability to:

- read, understand, interpret and implement related state and federal laws, state and local court rules, Superior Court Administrative Orders, and the policies and procedures of multiple state agencies
- evaluate programs, policies and procedures, analyze operations and take effective action to correct deficiencies and resolve problems
- effectively supervise, train, coordinate and evaluate the work of subordinate employees
- meet deadlines and cope with constant interruptions;
- operate state databases, Clerk's CMS, and jury management software
- analyze, interpret and communicate complex court policies and associated information;
- establish and maintain effective work relationships with superiors, peers, subordinates, customers, and members of the legal and law and justice communities
- deal effectively with and gain cooperation of the public under stressful conditions
- exercise sound judgment under hostile and stressful situations and solve problems in a professional and objective manner
- understand and follow complex oral and written directions

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KNOWLEDGE AND ABILITIES (Continued)

- communicate, both verbally and in writing, in a professional manner, using tact and diplomacy
- work independently and be self-motivated
- develop and maintain effective interpersonal relationships with diverse groups of people
- provide leadership and direction to the divisional work group
- effectively learn and apply technical aspects of automated court case management systems
- resolve technical software issues
- effectively schedule staff and maintain a cross-trained, rotating work team
- coordinate, assign and supervise staff at multiple worksites

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.

SUPERVISION

The employee in this classification receives direction from the divisional manager and has wide latitude in dealing with the day-to-day operations of the division. Employee plans and carries out successive steps and resolves problems in accordance with applicable laws, instructions, policies and accepted practices.

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 Judicial Operations Assistant III

Previous Spec No. 720681

Revised: May 1998, September 2016, July 2017, January 2019

Revised and Retitled: September 1999

Pay Grade: 239 – Classified Pay Plan

EEO Category: 2 - Professionals

Workers Comp: 5306 Non-Hazardous