

## SNOHOMISH COUNTY JOB DESCRIPTION

### SUPERIOR COURT CASEFLOW PROGRAM MANAGER

Spec No. 4027

#### BASIC FUNCTION

To plan, coordinate, and manage caseflow operations and programs of Superior Court.

#### STATEMENT OF ESSENTIAL JOB DUTIES

1. In consultation with Superior Court judges, commissioners and administrative staff, evaluates current caseflow and calendar systems; advises and recommends the prioritization of cases and/or case types for further analyses and attention; recommends and designs procedural or other changes, including changes to local court rules, to improve case processing outcomes; and prepares written reports and case flow summaries as directed.
2. Analyzes existing case flow management practices, policies and procedures; monitors overall and individual case-type case processing outcomes; tracks timelines, case processing times and related activities in existing caseflow practices as well as those recommended for change; analyzes reasons for time delays, staff/position responsibilities and related case-flow factors; assesses and identifies non-court impacts on case flow; and establishes roles and responsibilities, tasks and functions for any new case processing protocols. Evaluates case flow system and recommends change or modifications to enhance/improve system.
3. Researches and evaluates concepts, trends and practices in case flow management in the State of Washington and elsewhere; determines applicability to Snohomish County Superior Court operations; develops and/or recommends general to specific case flow management models and concepts for consideration by Superior Court judges. Implements, tests and evaluates models and pilot programs approved by the Superior Court; reviews evaluates and recommends changes to models as appropriate.
4. Develops case processing proposals and works with judicial stakeholders including Superior Court, Clerk's office, Bar Association, Prosecuting Attorney's office, law enforcement agencies, State Administrative Office of the Courts (AOC) and other agencies and facilities to achieve desired outcomes.
5. Plans and prepares caseflow grant applications/reports, compiles necessary data to meet grant requirements and objectives.
6. Develops, recommends and implements programmatic objectives, local court rules, administrative guidelines, operational policies, procedures and work standards; analyzes current practices to monitor compliance with statutory requirements, court rules and standards, as well as grant requirements.

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

7. Performs related duties for the Assistant Administrator and/or Programs Administrator(s) for Superior Court Operations in his/her absence as assigned.
8. Represents Superior Court in various meetings affecting caseflow, calendaring and court operations ensuring that the Court's needs and concerns are addressed.
9. Serves as a member of the Superior Court Operations management team.
10. Performs related duties as required.

#### MINIMUM QUALIFICATIONS

A Bachelor's degree in behavioral science majors such as Political Science, Economics, public administration, judicial science, etc. or a related field; AND, five (5) years of management experience in the justice or legal system; OR, any equivalent combination of training and/or experience that provides the required knowledge and abilities. Must pass job related tests.

#### SPECIAL REQUIREMENTS

A valid Washington State Driver's License may be required.

#### KNOWLEDGE AND ABILITIES

Knowledge of:

- applicable county, state and federal statutes, ordinances, codes, administrative orders and other relevant directives pertaining to caseflow management
- superior court local court rules, administrative orders, policies and procedures
- principles of effective data and records management
- trends and practices of court operations, case processing standards and case flow management
- familiarity with technology and software applications pertinent to case processing;
- research design and techniques
- policy, issue and statistical analysis
- grant writing information tracking and reporting
- concepts and principles of community and intergovernmental relations within a team context

Ability to:

- work independently, under pressure and meet deadlines for projects and assignments
- exercise good judgment in responding to difficult people, problems, questions and situations

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#### KNOWLEDGE AND ABILITIES (Continued)

- maintain confidentiality
- use tact and diplomacy
- apply abstract principles, guidelines and concepts to concrete work situations and formulate effective recommendations and solutions

#### Ability to:

- communicate effectively both orally and in writing to express ideas, recommendations and presentations clearly and effectively, individually or in a public setting
- establish and maintain effective working relationships with justice system officials, representatives of other governmental agencies, bar members, community organizations and agency staff, associates, or other county employees and the public in order to effectively implement new ideas and concepts related to case flow management
- follow oral and written instructions
- maintain detailed records and prepare clear and concise written reports
- research and write grants
- exercise initiative and judgment and make decisions within the scope of assigned authority
- read, interpret and apply work-related laws, rules and other regulations
- proficiently use a variety of analytic applications to prepare reports and track cases within the court
- use advanced Microsoft Office word processing, spreadsheet and database applications
- read, interpret and apply laws, rules, regulations and legislation

#### SUPERVISION

The employee receives general direction from an administrative supervisor. The work is performed with considerable independence and is reviewed through meetings, status reports and results obtained. The employee works with minimal supervision and reports directly to the Assistant Administrator of Superior Court Operations for guidance and direction.

#### 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](#)

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Class Established: November 1993 as Caseflow Manager/Family Court Supervisor

Previous Spec No. 5215592

Class Revised: February 1998

Revised and Re-titled: August 2003 as Superior Court Caseflow Manager

Revised and Re-titled: July 2004

Revised and Re-titled: December, 2013 as Superior Court Caseflow Program Manager

EEO Category: 2 – Professionals

Pay Grade: 110 – Management Exempt Pay Plan

Workers Comp: 5306 Non-Hazardous