



**City of Tigard
Central Services Department**

**Court Operations Supervisor
Job Description**

DEFINITION

Under general direction, plans, directs, administers, supervises, and participates in the daily operations and activities of the city's Municipal Court operations in the Central Services Department; evaluates the operations and activities of the assigned function; formulates policies, procedures, and practices; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Central Services Director. Exercises general and direct supervision over court clerks.

CLASS CHARACTERISTICS

This is a supervisory-level class in the city's Municipal Court that exercises independent judgment on diverse and specialized activities related to court operations and has significant accountability and ongoing decision-making responsibilities associated with the work. The incumbent organizes and oversees day-to-day activities and is responsible for providing professional-level support to the Central Services Director in court. Responsibilities include oversight and coordination of court operations with other administrative functions in the department. This class is distinguished from the Central Services Director in that the latter has overall responsibility for a full range of central services functions, including municipal court, records management, web services, design and communications, city recorder, and fleet and facilities.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Assists in developing and implements and administers division goals, objectives, policies, and procedures.
- Plans, organizes, administers, reviews, and evaluates the work of technical and office support staff; provides training and policy guidance and interpretation to staff.
- Participates in the recruitment and selection of new employees; makes hiring recommendations.
- Ensures that staff provides a high degree of service to judges, court staff, police staff, attorneys, defendants, other departments, and other governmental agencies in support of achieving the department's and the city's objectives and goals.
- Contributes to the overall quality of the department's service by developing, reviewing, and implementing policies and procedures to meet legal requirements and city needs.
- Evaluates the operations and activities of the Municipal Court; recommends improvements and modifications; prepares various reports on operations and activities.
- Participates in budget preparation and implementation for the municipal court program; prepares cost estimates for budget recommendations; submits justification for requests; reviews monthly expenditures to ensure compliance with approved budget; monitors the collection, receipt, and transfer of fines, monies, and other funds that pass through the court system.

- Manages workload processes; reviews, updates, and presents updates in policy to the City Council; works with staff and customers to resolve complex issues related to assigned areas of responsibility.
- Participates in court arraignments, and other court proceedings and activities; supervises the scheduling of court caseloads, and ensures the timely processing of pending cases.
- Monitors the operations of municipal court to ensure compliance with all Federal, State, and local laws, codes, regulations, and statutory requirements; administers city policies and established court procedures.
- Completes the more difficult, sensitive, and/or technical tasks that arise in the municipal court support operations; may provide technical and secretarial support for the municipal judges.
- Provides respectful customer service in responding to requests for information regarding the court's policies and procedures. Clearly communicates court rules, processes and expectations. Recognizes the distinction between legal advice and explaining process. Uses the court rules and state statute as a basis when explaining options about how to resolve court matters; for example, rescheduling a court appearance; clearing a license suspension, offering traffic diversion, determining eligibility for reduced fines; and processing requests for trial.
- Responds to the public and staff inquires and complaints regarding policies, procedures, and timelines; explains and applies policies and procedures as required to assure timeline compliance; monitors timelines; resolves problems of a moderate complexity within areas of responsibility.
- Maintains records and files using automated and manual methods; enters and retrieves data using various computer systems; completes reports of court operations as required.
- Operates a variety of equipment, including copiers, postage meters, facsimile machines, and transcription equipment in performing primary and back-up duties.
- Prepares and directs the preparation of a variety of written correspondence, reports, procedures, and other materials.
- Monitors changes in laws, regulations and technology that may affect court operations; implements policy and procedural changes after approval.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Principles, practices, and procedures of municipal court operations.
- Applicable Federal, State, and local laws, codes, regulations, and timelines.
- Basic legal terminology related to assigned functional area.
- Basic principles and practices of public agency budget development and administration.
- Basic public administration policies and practices.
- Modern office administrative support practices and procedures, including the use of standard office equipment.
- Computer applications related to the work, including word processing, database, and spreadsheet applications.
- Applicable departmental codes, regulations, policies, technical processes, and procedures.
- Principles and procedures of financial record keeping and reporting.
- Principles and practices of data collection and report preparation.
- Business letter writing and the standard format for reports and correspondence.
- Business arithmetic and statistical techniques.
- Record keeping principles and procedures.
- English usage, grammar, spelling, vocabulary, and punctuation.

- Techniques for dealing effectively with the public, vendors, contractors and city staff, in person and over the telephone.
- Techniques for providing a high level of customer service to public and city staff, in person and over the telephone.

Ability to:

- Plan, organize, administer, coordinate, review, evaluate and personally participate in a comprehensive Municipal Court operations program.
- Supervise, select, train, motivate, and evaluate the work of staff.
- Prepare clear and concise reports, correspondence, policies, procedures and other written materials.
- Interpret, apply, and explain applicable Federal, State and local policies, procedures, laws and regulations.
- Effectively conduct meetings and make presentations to various groups.
- Analyze situations and identify pertinent problems/issues; collect relevant information; evaluate realistic options; and recommend/implement appropriate course of action.
- Understand and carry out complex oral and written instructions.
- Effectively represent the division and the city in meetings with the public, various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Comprehend and use English effectively including producing all forms of communication in a clear, concise, and understandable manner to intended audiences.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade supplemented by college-level coursework or technical training in a related technical field, and four (4) years of administrative support experience in a municipal court environment, including one (1) year of supervisory experience.

Licenses and Certifications:

- Possession of a valid driver's license with a satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle, and to visit various city and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this

classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Revision:

October 2015: revised, classification re-established due to Central Services re-organization