

DEPARTMENT MANAGER

DEFINITION

Under general direction, plans, organizes, and manages one or more complex programs within the San Luis Obispo Superior Court system by providing direction, supervision and training in assigned program area; may be required to assist or perform tasks in the assigned program area; serves as a member of the Court's management/supervisory team.

DISTINGUISHING CHARACTERISTICS

This class is characterized by program and supervisory responsibility for program planning, development, monitoring and coordination within the Superior Court. Incumbents may be required to perform work within several assigned programs of a difficult and complex nature and may perform routine program tasks when called upon to do so. This class is distinguished from the Court Operations Officer in that the latter is responsible for the overall management of Court Operations which includes Criminal, Civil and Judicial support program components.

TYPICAL TASKS

- Plans, organizes and manages the activities of one or more complex Court programs in accordance with laws, regulations and Court policies
- Assists in developing and implementing policies and procedures to ensure efficient and effective delivery of service to the Court and the public
- Supervises the work within assigned program(s) to ensure that service is delivered in a timely fashion and that legal document processing is accurate, legally sufficient and maintained properly
- Evaluates staff work performance and determines method of work assignment
- Provides advice to staff on issues in the most difficult or complex cases
- May participate in providing direct service
- Coordinates with other divisions within the Court and other agencies within the County and State regarding services and programs
- Collaborates with staff of other programs or representatives of other agencies on service delivery matters
- May direct or participate in administrative studies or projects
- May be assigned additional managerial, supervisory and/or administrative responsibilities
- May perform additional duties as required

EMPLOYMENT STANDARDS

Knowledge of:

- Policies, regulations and procedures governing assigned programs, operating practices and procedures of Court administration
- Program staffing
- Personnel practices and procedures within the Court system
- Supervision and employee development
- Court statistics and reports

Ability to:

- Plan, organize and manage a Court support services program
- Understand, interpret and explain laws, regulations and policies governing Court assigned program operations
- Develop and implement operational procedures
- Identify and analyze administrative problems and implement operational changes
- Make decisions and independent judgments
- Communicate effectively both verbally and in writing
- Communicate effectively with people of diverse socioeconomic backgrounds and temperaments
- Establish and maintain cooperative working relationships
- Understand program objectives in relation to departmental goals and procedures
- Secure cooperation and teamwork among support staff
- Organize and prioritize work assignments
- Research regulations, procedures and/or reference materials relating to Court administration
- Project consequences of decisions
- Determine and evaluate levels of performance
- Interpret judicial and administrative direction and incorporate it into operation policy and procedure
- Maintain confidentiality of information
- Recognize and respect limited authority and responsibility
- Effectively delegate responsibility and authority to others
- Plan, coordinate and initiate actions necessary to implement policy and administrative decisions

PHYSICAL CHARACTERISTICS

- Strength, dexterity, coordination and vision to use a keyboard and video display terminal on a daily basis
- Hearing sufficient to communicate effectively in an office, a Courtroom environment, and with the public and Court staff
- Dexterity and coordination to handle files and single pieces of paper

- Personal mobility to:
 - work in various office and Courtroom locations
 - move objects weighing up to 10 pounds such as files, stacks of papers, reference and other materials
 - move from place to place within an office
 - sit and/or stand for prolonged periods of time

EXPERIENCE/EDUCATION

Equivalent to the completion of the twelfth grade **AND** five (5) years of significant and directly related legal clerical experience in a Court program such as Civil law, Criminal law, judicial support or administrative support with progressive administrative experience in a Court environment. Proven supervisory and/or lead worker experience is highly desirable.