



City of Irving Job Description

Court Operations Manager

FLSA Status:	EXEMPT	Job Department:	Municipal Court
Job Code:	M191	Reports To (Job Title):	Court Services Director

PURPOSE

To coordinate, plan, oversee, and direct a wide variety of clerical and technical duties to support the overall court process, provide managerial oversight, through Senior Clerks and directly, to employees of the Court Services Division, and support the administration of the Court in accordance with City values.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Plan, prioritize, assign, supervise, and review the work of staff involved in all aspects of Municipal Court services and customer relations.
- Assist in the development, planning, and implementation of departmental goals and objectives, participate in developing and monitoring the strategic plan for the Court, and recommend and administer policies and procedures.
- Oversee records processing and management, including entry of citations into the Court database (by clerk and electronically), filing and imaging systems, collection of fines, and dissemination of general public information through various media sources.
- Evaluate operations and activities of assigned court services, recommend improvements and modifications, and prepare various reports, including statistical reports, on operations and activities.
- Provide administrative support to the Court Services Director, supervise and administer projects as assigned, and prepare and present reports and other necessary correspondence.
- Coordinate with the Director in the preparation of the Court budget by preparing cost estimates for budget recommendations, submitting justifications for expenditures, and coordinating with other Court divisions to ensure cost effective operations.
- Resolve operational problems and/or case specific issues referred by subordinate personnel, judges, prosecutors, defense attorneys, defendants, and/or other City departments.
- Respond to and resolve difficult citizen inquiries and complaints, assist defendants and attorneys with Court processes, and advise the public on Municipal Court policies, procedures, and regulations.
- Supervise all courtroom activities, processing and/or disposition of cases, docketing, and trial procedures of the court.
- Assume responsibility for cash collections, jail credit, community service credit, auditing case dispositions / dismissals, and all areas of customer service involving Court operations.
- Ensure compliance to OCA standards in establishing payment plans and collection activities of the Court.
- Oversee all administrative and clerical aspects of the Teen Court program, including recruiting, training, and supervision of adult and teen volunteers, the assignment of teen offenders to approved programs, disposition and update of referred cases, and educational programs and Teen Court activities involving the community.

- Participate in the hiring process and training of new personnel; perform employee evaluations, including taking disciplinary action as necessary.
- Coordinate closely with the IT Department in the maintenance of existing software and hardware programs and in acquiring, testing, and deploying new programs and systems to ensure that Court operations are effective and efficient.
- Serve as primary backup for Court Services Director; attend meetings, meet department deadlines and oversee coordination of court operations in the director's absence; also, approves purchase orders (POs) / payments in the City's financial system.
- Assume responsibility for the court software application to include: providing and removing security access to city employees; researching and creating macros for the efficient operation of the Municipal Court; coordinating upgrades and patches with the software vendor; and, making all necessary support calls on behalf of the city.
- Serve as the department liaison for multiple projects.
- Create and maintain court costs tables and monitor/audit substantial financial transactions; Work closely with applicable state agencies to ensure compliance with state mandates and provide direction for Court Coordinators in this regard.
- Work directly with the Court Director to develop the court strategic plan and collect input and data from the Court Coordinators for inclusion; Prepare quarterly goal presentations and assist director in keeping Coordinators on task with strategic plan items.

OTHER DUTIES AND RESPONSIBILITIES

- Assure compliance with city, state, and federal laws and statutes.
- Attend and participate in staff meetings, professional groups, and other meetings associated with court operations.
- Establish, monitor, and enforce internal control/audit measures, including contract management.
- Assist the media, public, and attorneys with various Open Records requests.
- Inspect work areas and facility conditions and report needed repairs to the Building & Equipment Services Department.

SUPERVISORY RESPONSIBILITIES

Organizational Supervision - Applies to full personnel management responsibilities including selection, discipline, grievances and formal performance evaluations for a position's direct reports plus all employees reporting up through subordinates, which will include approximately 2-9 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

This position monitors financial transactions totaling nearly \$11 million in annual collections; Coordinates and prepares the Court budget of over \$2.5 million, annually and assists in the daily administration of the adopted budget; Prepares Bids/RFP's for new programs, technologies, and strategic equipment for Court operations based on the adopted budget; and, ensures equipment and supplies are ordered on a timely basis to provide for the efficient functioning of assigned Divisions. Also, the position serves as the Director's designee for DDR's, approving payments in Banner, as well as, approving P-card payments.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Equivalent to a Bachelor's Degree from an accredited college with major course work in Criminal Justice, Psychology, Public Administration, or a closely related field.

EXPERIENCE

- At least three (3) years of court-related experience, with one (1) year of supervisory experience.

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate, valid Texas driver's License, or the ability to obtain one, may be required.
- Level I Court Clerk Certification would be beneficial.

KNOWLEDGE OF

- Administration and Management: Principles and processes involved in business and organizational planning, coordination, and execution. This includes strategic planning, resource allocation, manpower modeling, leadership techniques, and production methods.
- Advanced Math: mathematical calculations including geometry, trigonometry, algebra, statistics, and calculus.
- Budget Management: Developing plans and budgets; comparing them against actual activities.
- Accounting / Economics / Finance: General Accounting Principles, as well as the principles and practices of the financial markets, banking, and the analysis and reporting of financial data.
- Computer Usage: Computer hardware and software applications.
- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- English Language: The structure and content of the English language including the meaning of words and grammar.
- Government Policy: Policies, operations, and processes at the local, state, and national levels.
- Law and Government: Laws, legal codes, court procedures, precedents, government regulations, and the democratic political process.
- Municipal Court: Principles and processes involved in the administration and operation of a Municipal Court.
- Office Systems: Administrative / clerical procedures and systems such as word-processing, filing and records management, form design principles, and other office procedures.
- Personnel and Human Resources (HR): Policies and practices involved in personnel/HR functions, including selection, supervision, training, performance evaluations, and termination.
- Police Records Information Resources: Various repositories of information used in police records and related legal documents.
- Statistical Principles: Principles and processes dealing with the collection, analysis, interpretation, and presentation of quantitative data.
- Modern Supervision Methods: Effective techniques for personnel motivation, interviewing, hiring, oversight, evaluation, and discipline.

SKILLS AND ABILITIES IN

- **Complex Problem Solving:** Identifying problems and reviewing related information to develop and evaluate options and implement solutions.
- **Cooperation:** Establishing and maintaining positive working relationships with those contacted in the course of work.
- **Information Organization:** Finding ways to structure or classify multiple pieces of information.
- **Management of Personnel Resources:** Motivating, developing, and directing people as they work, and identifying the best people for the job.
- **Reporting:** Researching, analyzing, and compiling data and preparing concise documents.
- **Tailored Written Expression:** Communicating effectively with others in writing as indicated by the needs of the audience.
- **Interactive Presentation / Public Speaking:** Effectively presenting information (utilizing multi-media) to public / professional groups and responding to questions regarding Court operations and programs.

GUIDANCE RECEIVED

Priorities and Policies

Organizational priorities and policies, along with professional standards and best practices, guide decisions and direction or advice given to others. Typically makes recommendations to superiors after considering various alternatives. Proactively addresses needed changes to policies, methods and procedures and obtains approval.

CONTACTS

This position encounters a wide variety of customers, including defendants (adult, minors, and juveniles), private attorneys, civic and community organizations, outside law enforcement agencies and Municipal Courts, news media, and Court related vendors. Internal customers include all levels of Court staff, Judges and prosecutors assigned to the Court, and professional and managerial staff from other City departments.

EQUIPMENT AND PROPERTY

Responsible for purchasing and maintaining a wide variety of equipment, including computers and related Court software, printers, copiers, FAX machines, and multi-media equipment.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

The employee constantly is required to listen, see, sit, talk, and/or walk. Frequently, s//he is required to carry, drive a vehicle, lift up to 25 pounds, pull, push, and/or stand. S/he occasionally is required to kneel, reach, and/or smell. Rarely is the employee required to balance, climb, run, and/or stoop. Specific vision abilities required by this job include close vision and distance vision.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The environment is largely typical of an office space; however, the noise level in the work environment is moderate. The job requires the employee to make decisions directly affecting the safety of others.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.