



Superior Court of California  
County of Calaveras

## **COURT MANAGER**

### **POSITION DEFINITION:**

Under general supervision, this supervisory position plans, organizes, and supervises the work of court clerk staff.

### **DISTINGUISHING CHARACTERISTICS:**

The classification of Court Manager is an exempt, at-will position. Persons in this position will be assigned to oversee and supervise the delivery of services to the courtroom and legal processing functions.

With respect to the Court Manager, this class is distinguished from the Court Clerk IV by having full supervisory authority related to hiring, firing, discipline, performance assessments, and training, for court clerks. The Court Clerk IV may perform the more complex courtroom, courtroom support, and legal processing duties requiring specialized knowledge of courtroom operations and document processing operations and/or acts as a lead worker by mentoring, training and assigning the work of court clerks, but does not have full supervisory responsibility.

### **SUPERVISION RECEIVED AND EXERCISED:**

This class receives general direction from the Court Executive Officer and supervises other court staff.

### **QUALIFICATIONS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS:**

1. Employee must have general knowledge of:
  - a. Full understanding of the functions, organization and processes of a court and judicial system.
  - b. Code of Civil Procedure, Vehicle code, Penal code and other statutes relating to court procedures.
  - c. Record keeping and documentation requirements related to court operations.
  - d. General operation of the Superior Court, its policies, and procedures.
  - e. Techniques for gathering, compiling, analyzing and presenting information verbally and in writing.
  - f. Court case management system
  - g. Principles and practices of employee supervision and evaluation.
  - h. Principles and practices of effective employee training and motivation.
  - i. Modern office methods, procedures and equipment, including computer terminals.
  - j. Legal terminology, court documents and forms.
  - k. Supervisory skills and techniques.
  - l. Standard English usage, spelling, punctuation and grammar.

2. Employee must have the skills and abilities to:
  - a. Supervise, direct, motivate, and evaluate the work of assigned staff.
  - b. Develop and implement goals, objectives, policies, procedures and work standards for staff.
  - c. Communicate effectively verbally and in writing.
  - d. Assist with the development and implementation of organizational goals, objectives, new work procedures and policies for the Court.
  - e. Interpret and apply a variety of statutes, guidelines and instructions related to court services and proceedings.
  - f. Establish and maintain cooperative working relationships with judicial officers, court managers, staff, peers, supervisors, government officials, attorneys, clients, vendors and the public.
  - g. Generate enthusiasm and support of the court's objectives.
  - h. Understand and communicate case flow processes and information, including use of technology and case management systems to create accurate court records.
  - i. Understand, interpret, and carry out a variety of oral and written instructions in an independent manner.
  - j. Explain court processes to subordinate staff.
  - k. Analyze and evaluate problems, make recommendations for solutions.
  - l. Communicate effectively in both oral and written forms.
  - m. Coordinate, organize and prioritize a variety of tasks for self and others effectively.
  - n. Prepare correspondence, documentation, reports and presentations.
  - o. Listen effectively and resolve customer complaints.
3. Employee must have and maintain the following certifications / licenses:
  - a. A California driver's license requirement will be reviewed on a position basis in accordance with ADA regulations.
4. Employee must not contribute to or create a hostile work environment:
  - a. Employee shall not engage in any activity that unreasonably interferes with the performance of any other employee, such as sexual harassment, unlawful discrimination or any other behavior that unduly demeans or intimidates another employee.
  - b. As an essential function of this position, the employee must be able to handle high levels of stress satisfactorily and be congenial with other employees, court professionals and the public.
5. Employee must have the following minimum experience or training:

Any combination of experience and education that would provide the required level of knowledge, abilities and certification is qualifying. A typical way to obtain the required knowledge and abilities would be:

Equivalent to graduation from high school and four (4) years of increasingly responsible legal clerical experience involving the use of legal terminology and legal procedures, and one (1) year in a lead capacity is preferred.

Completion of 60 semester units of related college course work or completion of an approved paralegal or legal secretary training course may be substituted for up to one year of the required experience.

6. Employee must fulfill the following special requirements:
  - a. Sit for extended periods of time; frequently stand and walk or otherwise move within the court; normal manual dexterity and eye-hand coordination; corrected vision to normal range; verbal communication; use of office equipment, including computers, telephones, calculators copiers and FAX machines;
  - b. Tolerate exposure to defendants and other members of the public who may potentially be verbally or physically abusive; allergens, such as perfumes and dust; unpleasant odors, such as unwashed clothing and people.
  - c. Ability to work in a wide range of temperatures at the storage building.
  - d. Physical ability to lift and carry objects weighing up to 30 pounds without assistance.

### **TYPICAL DUTIES:**

Depending on assignment, duties may include, but are not limited to, the following:

- Performs a broad range of general supervisory duties including participation in the hiring process of new employees for the court; training and reviewing subordinates in the performance of their duties; maintaining performance and disciplinary standards; conducting performance reviews and evaluations; reviewing requests for time off and employee time sheets for assigned staff.
- Resolves technical and procedural problems; answers complex and difficult procedural questions related to the courtroom and legal processing; advises attorneys and the general public regarding the status of legal cases and provides procedural information; applies court policy to resolve issues arising from services to the public.
- Develops and implements procedures and forms to reflect more efficient and effective processes and to respond to legislative changes; makes recommendations for improvements in operation of the court; assists in the formulation of procedures and training manuals.
- Monitors relevant legislation and determines the effect on section procedures; acts as liaison with other courts, local and statewide organizations and public agencies.
- Prepares and maintains statistical and narrative reports related to the activity and work including staffing, workflow, caseflow, and automation.
- Monitors the tools and resources necessary for the efficient operation of the court; orders standard supplies in accordance with organizational policies; completes purchase requisitions; makes recommendations for the acquisition of additional resources that will facilitate operations. May provide input in the development of the budget for the court.
- Attend trainings as offered and/or directed.
- Oversee other court programs as assigned.
- Oversee the jury management system and ensure that sufficient trial jurors are available to meet the demands of the court; oversee other court programs as assigned.
- Performs other duties as assigned.