



## **Court Operations Manager**

**Resumes in lieu of the application form and/or documents received after the closing date will not be considered.**

**Closing Date: December 14, 2023**

**Annual Salary Range: \$93,040 - \$113,393**

**Definition:** Under direction of the Director of Court Operations, plans, manages, and integrates the non-judicial administrative and operational functions of the court. Participates in developing and implementing goals, objectives, policies and standards applicable to the court's operations. Participates in the implementation of trial court case management plans. Provides advice and support to supervisors, court management, and committees on effective court operations to support achievement of the court's business and justice system objectives. Performs related duties as assigned. **\* Note: Successful candidate will be appointed to the Director of Operations position upon retirement of current incumbent.**

**Essential Duty Sample:** (This List Is Not All Inclusive, BUT A REPRESENTATIVE SAMPLE OF DUTY FUNCTIONS) Plans, organizes, controls, integrates and evaluates the work of the assigned supervisory and operational staff; with supervisors, develops, implements and monitors work plans to achieve unit objectives and work standards; oversees the preparation and maintenance of a variety of reports and statistical data. Manages the performance of assigned staff; interviews and selects new staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends compensation and provides other rewards to recognize performance; recommends corrective action to address performance deficiencies, in accordance with court policies and labor contract agreements. Provides day-to-day leadership and works with supervisors and staff to ensure a high-performance, customer service-oriented work environment that supports achieving the court's mission, objectives and values regarding teamwork, mutual trust and respect; applies process improvement and quality management principles to assigned area of responsibility. Monitors the effectiveness of the assigned unit's operations; analyzes and resolves operational problems and internal and external customer complaints; conducts operational studies, researches and audits to ensure operational efficiency and compliance with applicable state and local rules and regulations; implements policies and methodologies to enhance court services; prepares policy and procedural memorandum and manuals; compiles and prepares status reports and workload statistics; and interacts with judicial officers when appropriate for problem resolution. Serves as liaison for the local and state-wide committees; attends regular meetings with members to review new legislation and policies for impact on operations; makes recommendations to the Director of Operations; informs managers and supervisors, and distributes information regarding new/revised legislation, policies and procedures; and ensures the revision and implementation of procedural changes to comply with new legislation and policies. Monitors case processing activities to ensure proper custody, maintenance, storage and disposal of court records; coordinates the resolution of case flow management issues with judicial officers and staff; assists in analyzing case activity to project future staffing, information systems and facility needs; monitors the correct receipt, maintenance, archival, issuance and destruction of legal documents, case files and exhibits. Plan, organize, conduct and manage difficult and complex analysis involving administrative, financial, organizational and other tasks related to the operation of court division, programs and special projects; serve as the program specialist for key projects. Maintains current knowledge of changes in directives, policies, statutes and regulations that affect operations; and make suggestions on proposed legislation and regulations concerning assigned divisions. Serves as a liaison for the court with the Judicial Council, committees of the Legislature, the news media, and State, County, and City officials; attends meetings of special commissions, civil groups, and committees of the county as the court's representative. Participates in assigned special projects and leads internal working groups. Represent the court and acts as liaison to other court systems, governmental agencies, and other parties with interest in the trial court system; attend staff and other work-related meetings, workshops, seminars, and other continuing education opportunities to implement clerical and general office policies; attend a variety of meetings and make presentations regarding court operations and issues, and other matters; serve as a representative of the Court, displaying courtesy, tact, consideration and discretion in all interactions with other members of the Court community and with the public

**Education / Experience:** The combination of education and experience listed as follows are the minimum qualifications:

**Experience:** Four (4) years of progressively responsible experience managing administrative support functions and/or operations in a Court or public entity. **Education:** Graduation from an accredited four-year college or university. **Substitution:** Four (4) years of court management experience may be substituted for the education requirement.

**Knowledge, Skills and Abilities:** **Knowledge of:** Court organization, ordinances, rules, policies and procedures relating to the management of the assigned court unit. Administrative principles and methods, including goal setting, program development and implementation. Court and courtroom processes and procedures. Federal, state and local laws, regulations and court decisions applicable to area of assigned responsibility. General functions and organization of the judicial system, including areas of litigation

and the roles and functions of other legal and law enforcement agencies. Principles and practices of public administration, including planning, budgeting, purchasing and maintaining public records. The court's information technology systems as applied to court operations. Principles and practices of case and calendar management. Principles and practices of project management. Research methods and statistical analysis techniques. Computers and applicable software applications. Principles and practices of effective business communications. Customer service standards, policies, procedures and etiquette. Principles and practices of effective management/supervision and, Court policies and labor contract provisions. Data collection and statistical analysis. Principles and techniques of preparing reports and effective oral presentations.

Skill/Ability to:

Conduct research, gather data, analyze information, reason logically and prepare analytical reports and recommendations. Conduct complex administrative and financial studies. Plan, assign and supervise the work of others. Develop, organize and effectively coordinate programs, projects and activities. Analyze data, regulations, procedures and requirements and develop alternative solutions to a variety of management and organizational problems. Develop and achieve program goals. Establish priorities and assign and supervise work to ensure timely completion of critical projects and work. Revise, develop and institute methods and procedures. Analyze situations accurately and take effective action. Work independently and organize and prioritize work. Read, comprehend, interpret and explain complex legal and technical documents, reports, rules, regulations and legislation. Prepare and present clear and concise correspondence, reports and recommendations. Establish and maintain effective working relationships with a wide variety of individuals, groups and organizations. Be flexible to changes in workload and work situations. Communicate effectively with a wide variety of people of various educational and socioeconomic backgrounds, in various program areas. Plan, prepare and effectively present material to groups. Give and follow verbal and written instructions.

*The Superior Court of California, County of Tulare, is an Equal Opportunity Employer*

## EMPLOYMENT PROCESS AND EMPLOYEE BENEFITS

### Equal Opportunity Employer

*The Court does not discriminate on the basis of race, religion, color, national origin, sex, age or handicap in any of its programs or activities. The court will provide reasonable accommodation to qualified individuals with disabilities in compliance with state and federal law.*

### THE EMPLOYMENT PROCESS

**Application:** Prospective employees must submit an application, supplemental application form and other required documents by 5:00 p.m. on the final filing date. Final filing dates vary and are listed on the front of each job announcement. Separate applications must be submitted for each recruitment. Resumes will not be accepted in lieu of the application.

**Examination:** Applications will be reviewed and evaluated to determine the most highly qualified candidates. Those candidates will then be invited to participate in the examination process which may consist of an application review, written, oral, or performance exam or any combination thereof. Exam scores determine rank on employment lists.

**Exam Accommodation:** Disabled applicants who require special testing arrangements must contact the Human Resources Department.

**Employment List:** Employment lists contain names of applicants who have obtained passing scores. Employment lists remain active for six months unless otherwise determined by the Human Resources Manager.

**Appointment:** The top five ranks on the employment list will be interviewed by departments having vacancies. The position supervisor makes the hiring decision.

**Probationary Period:** Employees appointed to competitive positions serve a probationary period of 6 months prior to being considered regular.

**Condition of Employment:** Candidates selected may be required to pass a pre-employment physical and/or psychological examination which is given at no cost to the candidate. A reference check and/or background investigation may also be conducted.

**Driver's License:** For positions requiring the operation of a motor vehicle, candidates referred for a hiring interview may be required to provide a DMV report and meet the Court's driving standards.

**Immigration Law:** Prior to employment, applicants will be required to provide proof of identity and authorization to work in the United States.

**Drug Free Work Place:** The Court is a drug-free workplace and has a comprehensive substance abuse policy.

### COMPENSATION

Salary ranges have 5 steps with approximately 5% between steps. Starting salaries are normally at the first step with achievement of the second step after 6 months satisfactory service. Twelve months of satisfactory service are required between each of the remaining salary steps. Candidates granted advanced step appointments are required to perform twelve months of satisfactory service before consideration for the next salary step increase.

### EMPLOYEE BENEFITS

The information listed below is a general summary of benefits. The Court has a variety of benefit options available which may differ between bargaining units. Some management positions are granted 5 additional days of vacation.

**Vacation:** 11 days initially; 16 days after 3 years; 20 days after 8 years; 25 days after 11 years.

**Holidays:** 14 holidays + 2 floating holidays per year.

**Sick Leave:** 12 days annually with unlimited accumulation.

**Insurance:** A medical PPO plan, dental and vision coverage are available. Dependent coverage is also available. Life insurance coverage of \$10,000 is provided. All positions are eligible for long-term and/or State disability insurance. Additional supplemental life and long-term disability insurance may be purchased by the employee.

**Retirement:** The retirement plan is a defined benefit plan administered pursuant to the 1937 Act County Employees Retirement Act and integrated with Social Security. In addition to ordinary retirement benefits, the plan provides disability and death benefits. Retirement contributions are made by both the Tulare County Superior Court and the employee. The Tulare County Superior Court has reciprocity with the State of California, contracting PERS agencies, State Teachers' Retirement System, and all County 1937 Act Retirement Systems.

**Other Benefits:** Employee Assistance Program, Employee Recognition Program, IRS Section 125 Program (provides tax savings for insurance costs, dependent care costs and unreimbursed medical expenses), and Deferred Compensation plans are available.

**THE PROVISIONS OF THIS BULLETIN DO NOT CONSTITUTE AN EXPRESSED OR IMPLIED CONTRACT AND ARE SUBJECT TO CHANGE.**

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