



City of Des Moines, Washington

JOB DESCRIPTION



COURT OPERATIONS SUPERVISOR

Regular, Full-time

Salary Grade: G-25

FLSA Status: Non-exempt

Union Status: Non-represented

EEO Category: Professional

Nature of Work

Under the direction of the Director of Court Administration (DCA) and the Judge, the Court Operations Supervisor (COS) will manage the daily operations of the Municipal Court. This position is responsible for providing supervisory direction to the Court Clerks, which includes planning and directing staff assignments pursuant to Court needs, providing technical assistance and guidance in more complex and non-routine duties, training of judicial staff and performing Court Clerk duties as needed. The Court Operations Supervisor will assume the role of the Director of Court Administration in their absence. This position requires the ability to effectively supervise employees, workflow and problem solving within the prescribed guidelines set by the Judge and the Director of Court Administration.

Essential Functions:

- Assigns, supervises and evaluates the daily operations of the Municipal Court; monitors workload, staffing needs, and assignment demands.
- Participates in the hiring process of new employees; evaluates employees' work performance and documents employee performance issues; approves leave requests and time sheets prior to submittal to the DCA; responsible for new employee training and development; responds to and/or elevates staff issues and concerns; counsels employees and participates in disciplinary actions; coordinates work flow and cross training.
- Resolves technical and procedural problems; answers complex and difficult procedural questions for court staff and the general public; also serves as liaison between and among the Court, Legal Department, Public Defender's Office, Police Department, and Jail regarding questions with court policies and procedures.
- Monitors and coordinates e-filings, e-hearings and DOC-Records filings for processing; anticipates case flow problems and initiates appropriate action to resolve issues that may inhibit case flow.
- Develops and implements procedures and work methods related to the work of the Court and makes recommendations to the DCA and the Judge for improvements of court operations; assists in the monitoring of legislative developments and ensures compliance with a variety of state and local laws, ordinances, policies and regulations governing municipal court operations, timeliness, and financial procedures.
- Plans, coordinates, receives, processes, tracks and responds accordingly to requests for public records in compliance with the Public Records Act, chapter 42.56 RCW.

- Processes, prepares, records and reconciles daily deposits, audits monthly and yearly accounting reports; uses AOC guidelines to research accounting discrepancies/adjustments; takes appropriate action for documentation and/or corrections, in compliance with City and State auditor guidelines and recommendations.
- Maintain the Court's trust account and determine bail/bond disposition in compliance with court policy; follow-through with bond forfeitures as ordered by the Court; mail letters to bond companies and notices to the Department of Licensing when appropriate.
- Reviews, prepares and processes bail refunds, restitution payments, and submits to DCA for approval of payment.
- Serves as a liaison with the collection agency to facilitate the collection of delinquent accounts.
- Manages issues that may arise with staff or general public in regards to kiosks outside and in the court lobby.
- Acts as the Director of Court Administration in their absence.
- Reports for scheduled work with regular, reliable, and punctual attendance.
- Establishes and maintains cooperative, effective working relationships with co-workers, other City employees, and the general public using principles of good customer service.
- Performs other duties as assigned, including but not limited to, being assigned to work in other functional areas to cover absences or relief, equalize peak work periods, or balance the workload.

Necessary Knowledge, Skills, and Abilities

- Knowledge of principles of supervision and leadership.
- Knowledge of court rules, policies, procedures, and regulations.
- Knowledge of Zoom, and other virtual web based platforms.
- Knowledge of OCourt, Jury Management, E-filing, E-Hearings, and 1Lingua web-based software.
- Knowledge of Microsoft Office Suite products, JIS, BIT (Business Intelligence Technology)
- Ability to lead, organize, assign and train staff.
- Ability to maintain cooperative and effective working relationships with co-workers and other agency staff and professionals.
- Ability to coordinate varied demands and cope with stress and disturbing situations.

- Ability to read, comprehend, speak, and write English.
- Ability to organize, prioritize and coordinate multiple tasks to ensure efficient workflow.
- Ability to interact with public in a positive, tactful manner in stressful and emotionally charged situations.
- Ability to maintain confidentiality.
- Ability to communicate effectively, both verbally and in writing.
- Knowledge and understanding of traffic and criminal law and procedures.
- Ability to work as a team player with a strong work ethic.

Education and Experience Requirements

- Bachelor's or Associate's Degree in business administration, public administration or a related field; and,
- Four (4) years of increasingly responsible experience working in a judicial environment with at least two (2) or more years in a supervisory or lead role within the judicial branch.
- NCSC Certified Court Manager (CCM) Certification will be considered the equivalent of two (2) years' experience in management in the judicial system.
- NCSC Certified Court Manager (CCM) Certification and NCSC Certified Court Executive (CCE) Certification will be equivalent of four (4) years' experience in management in the judicial system.
- Experience may be substituted for the educational requirement on a year for year basis.
- Experience with paperless court and/or E-filing desired.

Special Requirements

- A valid Washington State Driver's License with a good driving record.
- Successful completion of a pre-employment background and criminal history check.
- Must join the District and Municipal Court Management Association (DMCMA) within forty-five (45) days of hire.
- Must complete FEMA (NIMS) courses as Emergency Management requirement within two (2) years of hire.
- Must have or obtain the National Center for State Courts (NCSC) Certified Court Manager (CCM) certification within four (4) years of hire.
- Because of the known effects of tobacco use, the City of Des Moines does not hire applicants who use tobacco products.

Municipal Court Organizational Structure

- The Municipal Court is an independent branch of government and personnel employed under the judicial branch of government are bound to act in accordance with [GR 29](#). Under [GR 29](#), the Presiding Judge is responsible for the daily operations of the Court, which includes working conditions, hiring, discipline, and termination decisions.
- Court Personnel are also subject to the rules contained within the City of Des Moines Personnel Manual, City Ordinances, state and/or federal laws. The provisions of the City of Des Moines Personnel Manual, including wage and benefits, apply to all Court Employees and controls, unless otherwise ordered by the Presiding Judge.

Working Conditions and Physical Abilities

- Work is performed primarily in office and courtroom settings. Frequent exposure to individuals who may be distraught, violent, or abusive. Hand-eye coordination and fine manipulation skills are necessary to operate computers and a variety of office machinery. The position also requires the ability to speak and hear to exchange information, the ability to sit for extended periods of time, and the ability to bend and stretch to retrieve and maintain files and records.

Equal Opportunity Employer

- The City of Des Moines is committed to hiring a diverse workforce and all qualified applicants, including all ethnic backgrounds and persons with disabilities, are encouraged to apply. The City is an Equal Opportunity Employer and does not unlawfully discriminate on the basis of race, sex, age, color, religion, national origin, marital status, sexual orientation, veteran status, disability status, or any other basis prohibited by federal, state, or local law.
- In accordance with the Americans with Disabilities Act, an employer is obligated to make a reasonable accommodation only to the known limitations of an otherwise qualified individual with a disability. In general, it is the responsibility of the applicant or employee with a disability to inform the employer that an accommodation is needed to participate in the application process, to perform essential job functions or to receive equal benefits and privileges of employment.

General Information

- The statements contained herein reflect general details as necessary to describe the principal functions for this job classification, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements.
- The physical abilities described above are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The provisions of this job description do not constitute an expressed or implied contract. Any provision contained herein may be modified and/or revoked without notice.

