


## Maryland Judiciary Job Description

	<b>Official Title</b>	Manager, Court Operations
	<b>Job Code</b>	4135
	<b>Business Title</b>	Manager, Court Operations
	<b>FLSA Status</b>	Exempt

### POSITION SUMMARY

This position performs managerial work directing the operations of multiple large work units for a major court program. Employees in this classification serve as the court or program expert on procedural questions providing interpretation and guidance to employees and the public. This position assigns, directs, and evaluates the work of supervisory and clerical employees engaged in the delivery of direct services to the public. Work is accomplished through subordinate supervisors who oversee sections or units performing specialized functions. Employees in this classification receive limited supervision from the Administrative Official or designee.

### ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

*The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Employees may be requested to perform job-related tasks other than those specifically presented in this description.*

- Directs, coordinates, and manages supervisors, leads, and staff to ensure completion of work efficiently, accurately, and according to guidelines.
- Provides and ensures documentation and feedback is given to employees regarding assignments, work performance, attendance, and disciplinary actions.
- Participates in employment interviews and the selection process, as well as progressive discipline of employees.
- Serves as a court or program expert on procedural questions providing interpretation and guidance to employees, attorneys, and the public.
- Participates in the review and analysis of changes in the Maryland Rules of Procedure and Maryland Code and Court policies, as well as other decisions affecting the office.
- Generates annual reports and provides findings to senior management, as required.
- Monitors and prepares all cases that are appealed to Court of Special Appeals or Court of Appeals, as required.
- Makes recommendations, improvements, and modifications to procedures and systems to improve processing time, accuracy, and efficiency.
- Retrieves information and prepares a variety of management reports.
- Assesses problems, issues, and conflicts together with subordinate supervisors.
- Prepares correspondence on a variety of court related matters.

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- Acts as system liaison with JIS, as required.

## MINIMUM QUALIFICATIONS

### Education and Experience

- Bachelor's degree from an accredited college or university.
- Five (5) years of work experience, preferably in court operations, or in the fields of criminal justice, parole and probation, legal or financial services, to include three (3) years in a trial or appellate court of the United States in which two (2) years consisted of supervising court staff.

### Note:

Additional court work experience, as defined above, may substitute on a year for year basis for up to four (4) years of the required education.

## KNOWLEDGE, SKILLS, AND ABILITIES

### Knowledge of:

- Maryland Judiciary's policies, procedures, laws, and forms involving various types of court cases and the implication each of these have on the accounting operations of the court.
- Judiciary Human Resources policies and procedures.
- Maryland Judiciary Court systems and operations.
- Appeal practices and procedures.
- The principles of office management and supervision.

### Skill in:

- Verbal and written communication.
- Guiding employees in demanding situations.
- Interpersonal communication and relations.
- Problem solving, prioritizing, scheduling, and decision making.
- Collaborative leadership.
- Analyzing information, problems, situations, practices, and procedures.

### Ability to:

- Communicate clearly, tactfully, and effectively with judges, the public, police agencies, attorneys, and other court officials and personnel, both verbally and in writing.
- Conduct research and problem solve often complex issues, concerns, or situations that may arise.

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- Apply job-related terminology, policies, procedures, regulations, and laws to define problems, collect data, establish facts, record data, appropriately complete forms, and provide information to customers.
- Plan, organize, assign, coordinate, supervise, and evaluate the work of a large staff performing diverse functions
- Resolve unusual and/or complex situations in accordance with established procedures or assist staff in resolving cases requiring deviation from standard procedures.
- Recommend modifications to improve procedures and practices.
- Identify and adapt rapidly to departmental needs and to reallocate staff and resources to meet work requirements.
- Resolve disputes between subordinates and motivate subordinates.

### SUPERVISORY RESPONSIBILITIES

This position has formal supervisory responsibilities over other employees.

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

This position involves *sedentary* work, exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. Sedentary work involves sitting most of the time; walking and standing are required only occasionally.

### WORKING CONDITIONS

*The work environment and exposures described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

This position works in an office or similar indoor environment and is not substantially exposed to adverse environmental conditions. Employee sometimes encounter individuals with known criminal or mental health backgrounds.

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*Maryland Judiciary is an Equal Opportunity Employer.*

<b>Date created:</b>	July 2016
<b>Dates revised:</b>	February 2020; October 2020