

Maryland Judiciary Job Description

	Official Title	Senior Manager, Court Operations
	Job Code	4141
	Business Title	Senior Manager, Court Operations
	FLSA Status	Exempt

POSITION SUMMARY

This position performs managerial work directing the administrative and operational functions for multiple, large work units and/or departments for a court or major court programs. This position assigns, directs, and evaluates the work of supervisory employees. Employees in this classification receive limited supervision from the Administrative Head or their 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 and provides guidance to department supervisors and employees.
- Counsels and disciplines employees regarding failure to follow office policies or other inappropriate behavior, time and attendance abuses, and poor work quality or productivity; provides documentation for the personnel file, as necessary.
- Composes and reviews documentation of employee performance and ensures that documentation and feedback is provided to employees regarding performance, attendance, conduct, disciplinary actions, etc.
- Guides recruitment process for the departments by participating in employee selection and ensures that proper training of new employees is effectively administered.
- Analyzes administrative and departmental operations, makes recommendations for compliance with evolving rules and procedures, and seeks improvements for efficiency and effectiveness.
- Resolves conflicts as they arise, both with employees and the public.
- Maintains time and attendance reports of department supervisors, signs timesheets, and approves leave usage.
- Manages the implementation and enforcement of policies and procedures to ensure consistent and proper application within the department(s) for which they are responsible.
- Coordinates the work of their department(s) with other stakeholders in the Maryland Judiciary as necessary.
- Collaborates with other managers and Judiciary leadership on court-related matters.

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- Provides guidance on, and interpretation of, rules, regulations, and policies to ensure proper implementation and application.

MINIMUM QUALIFICATIONS

Education and Experience

- Bachelor's degree from an accredited college or university.
- Six (6) years of work experience in court operations in a trial or appellate court in the United States, or in the fields of criminal justice, parole and probation, or legal or financial services, to include five (5) years of the aforementioned court experience.
- The required experience also must include three (3) years supervising court staff (or a combination of two (2) years supervisory experience, plus one (1) year of lead experience specifically within court operations).

Note:

- Additional court work experience, as defined above, may be substituted on a year for year basis for up to four (4) years of the required education.
- Successful completion of the Court Supervisor/Manager Certificate Program may be substituted for one (1) year of the required education.
- Successful completion of the Institute for Court Management Certification Program may be substituted for up to two (2) years of the required education.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Maryland court policies and procedures, state and federal laws, and the required forms for the various types of court cases, and the implication each of these may have on the accounting operations of the court.
- Maryland Judiciary Human Resources policies and procedures.
- Maryland court electronic filing, case management, and data systems.
- Appeal practices and procedures.
- The principles of office management and supervision.

Skill in:

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

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- Applying job-related terminology, codes, policies, procedures, rules, regulations, and laws.

Ability to:

- Communicate clearly, tactfully, and effectively with judges, the public, police agencies, attorneys, and other court officials and personnel, both orally and in writing.
- Apply job-related terminology, policies, procedures, regulations, and laws to define problems, collect and record data, establish facts, appropriately complete forms, and provide information to customers.
- Conduct research on, and problem solve for, complex issues, concerns, or challenging situations that may often arise.
- 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.
- Collaborate across departments and various agencies in the development and implementation of policies and procedures.
- Resolve workplace disputes 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. Upon request, reasonable accommodations may be made to enable an individual 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. Upon request, reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

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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.

Maryland Judiciary is an Equal Opportunity Employer.

Date created:	July 2016
Dates revised:	February 2020; October 2020; January 2024