

Maryland Judiciary Job Description

	Official Title	Senior Supervisor, Court Operations
	Job Code	4120
	Business Title	Senior Supervisor, Court Operations
	FLSA Status	Non-Exempt

POSITION SUMMARY

This is supervisory work overseeing the day-to-day operations of multiple units or a large department. This position typically supervises one or more subordinate supervisors. Plans, assigns, directs, and evaluates the work of supervisory, support services, and large clerical staff performing diverse office functions or a large staff performing highly specialized functions, such as case processing and management. Employees in this classification receive minimal supervision from a manager, 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.

- Plans, coordinates, supervises, and evaluates the work of subordinate supervisors, lead workers, clerical, and support staff.
- Hires, trains, schedules, counsels, disciplines, and evaluates subordinate staff.
- Coordinates the work of multiple units or a large department with the manager, Administrative Head or their designee.
- Serves on task forces or workgroups to evaluate and recommend changes to policy, procedure, work rules, and/or systems.
- Assesses problems, issues, and conflicts and depending on the complexity and scale of the situation, either resolves independently or recommends solutions.
- Serves as the department expert on procedural questions providing interpretation and guidance to employees, law enforcement personnel, attorneys, and the public, particularly on difficult or unusual cases.
- Establishes and maintains case filing systems; retrieves information and prepares a variety of managerial reports.
- Prepares correspondence on a variety of court related matters.

MINIMUM QUALIFICATIONS

Education and Experience

- High school diploma (or GED equivalent)

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- Five (5) 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 three (3) years of the aforementioned court experience.
- The required experience also must include two (2) years of supervisory experience (or a combination of one (1) year of supervisory experience, plus one (1) year of lead experience specifically within court operations).

Note:

- A Bachelor's degree may be substituted for two (2) years of the required work experience.
- A Paralegal/Associate degree or 60 college credits may be substituted for two (2) years of non-court work experience.
- A Paralegal Certificate may be substituted for one (1) year of non-court work experience.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- General office practices, procedures, and equipment.
- Maryland court forms, practices, procedures, protocols, systems, and equipment required to support the specialized work of the assigned unit(s).
- Customer service etiquette.
- Job related terminology, codes, comments, notations, orders, policies, procedures, rules, regulations, and laws.
- Maryland Judiciary Human Resources policies and procedures.

Skill in:

- Customer service and handling problems tactfully and patiently.
- Analyzing records, reports, and other business documents and noting details and facts pertinent to the assignment.
- Usage of standard office equipment, computer equipment, and computer applications.
- Accuracy and attention to detail.
- Oral and written communication.
- Applying job-related terminology, codes, policies, procedures, rules, regulations, and laws.
- Guiding employees in demanding situations.
- Analyzing information, problems, situations, practices, and procedures.
- Managing priorities to meet critical deadlines while multitasking.
- Problem solving, prioritizing, scheduling, and decision making.

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Ability to:

- Plan, coordinate, supervise, and evaluate work of staff.
- Multitask, adjust to situations quickly, set priorities, and handle pressure in a fast-paced environment.
- Understand and carry out complex oral and written instructions.
- Recommend modifications to improve procedures and practices.
- Read and apply laws, procedures, and regulations.
- Provide assistance, guidance, and direction to others in a polite and efficient manner.
- 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.
- Develop, revise, establish, or implement office procedures and practices.
- Resolve unusual and/or complex situations in accordance with established procedures or assist staff in resolving cases requiring deviation from standard procedures.
- Establish and maintain effective working relationships with subordinate employees, fellow supervisors, superiors, and/or the general public.
- Communicate clearly, tactfully, and effectively with judges, the public, police agencies, attorneys, and other court officials and personnel, both orally and in writing.
- Use standard office and business equipment and products including, but not limited to, personal computers, word processing programs, spreadsheets, database software, copier, microfilm machine, cash register, scanner, fax machine, etc.
- Identify and adapt rapidly to departmental needs and to reallocate staff and resources to meet work requirements.

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.

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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.

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:	August 2019; February 2020; July 2020; October 2020; August 2021; January 2024