


Maryland Judiciary Job Description

	Official Title	Supervisor, Court Operations
	Job Code	4115
	Business Title	Supervisor, Court Operations
	FLSA Status	Non-Exempt

POSITION SUMMARY

This position is supervisory work providing oversight for a staff of clerical or support services employees and unit supervisors. Supervises clerical staff providing direct service to the public or courtroom staff performing specialized functions supporting a section of the court. Assigns, coordinates, and evaluates the work of staff to include Unit Supervisors, Lead Workers, Judiciary Clerks and/or Courtroom Clerks. Employees in this class report to, and receive general supervision from, a higher-level supervisor, manager, 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.

- Plans, coordinates, supervises, and evaluates the work of unit supervisors, lead workers, clerical, and support staff.
- Hires, schedules, counsels, disciplines, and evaluates subordinate staff.
- Trains staff on court procedures and practices, automated systems, filing, and office equipment.
- Coordinates the work of the section with other departments in the assigned court and with other entities in the criminal justice system.
- Recommends modifications to procedures and systems to improve processing time, accuracy, and efficiency.
- Supervises and performs various clerical functions, such as providing information to the public, distributing and processing all incoming correspondence, and assisting cashiers at closing.
- Assesses problems, issues, and conflicts and, depending on the scale and complexity of the situation, resolves independently or recommends alternative solutions.
- Supervises the entry of information into data management systems, retrieves information, and prepares a variety of management reports.
- Prepares correspondence on a variety of court related matters.

MINIMUM QUALIFICATIONS

Education and Experience

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- High school diploma (or GED equivalent).
- Four (4) years of work experience, preferably in court operations, or in the fields of criminal justice, parole and probation, legal or financial services, to include two (2) years in a trial or appellate court of the United States. One (1) year of lead, supervisor, or court specialist experience.

Note:

- A Bachelor's Degree may substitute two (2) years of non-court work experience.
- A Paralegal/Associates Degree or 60 college credits may substitute two (2) years of non-court work experience.
- A Paralegal Certificate may substitute one (1) year of non-court work experience.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- General office practices, procedures, and equipment.
- 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.
- 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 this assignment.
- Usage of standard office equipment, computer equipment, and computer applications.
- Accuracy and attention to detail.
- Verbal and written communication.
- Applying job-related terminology, codes, policies, procedures, rules, regulations, and laws.
- Guiding employees in demanding situations.
- Problem solving, prioritizing, scheduling, and decision making.

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.

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- Understand and carry out complex verbal and written instructions.
- Provide assistance, guidance, and direction to others in a polite and efficient manner.
- 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 other employees, subordinates, 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 verbally and in writing.
- Use standard office and business equipment including, but not limited to, personal computers, word processing, spreadsheets, database software, copier, microfilm machine, register, scanner, fax machine, etc.
- Recommend modifications to improve procedures and practices.
- 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. 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.

Maryland Judiciary is an Equal Opportunity Employer.

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Dates revised:	August 2019; February 2020; October 2020