

Maryland Judiciary Job Description

	Official Title	Unit Supervisor, Court Operations
	Job Code	4110
	Business Title	Unit Supervisor, Court Operations
	FLSA Status	Non-Exempt

POSITION SUMMARY

This position is supervisory work providing oversight for a staff of clerical or support service employees. Functions as a first-line supervisor responsible for the supervision of employees assigned to their unit or section. Directs, coordinates, and evaluates the work of subordinate clerical staff and performs complex clerical functions. Employees in this classification receive general supervision from a higher-level supervisor, 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 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.
- Oversees and performs a variety of clerical functions, such as entering case data into automated systems, filing case related documents, maintaining dockets, and accepting and processing all monies received by the unit.
- Provides information to the general public in person and by telephone.
- Recommends modifications to procedures and systems to improve processing time, accuracy, and efficiency.
- Provides summary data to supervisors and managers for inclusion in management reports.
- Follows procedures to resolve heightened customer concerns unless requiring escalation to a higher-level supervisor or manager.

MINIMUM QUALIFICATIONS

Education and Experience

- High school diploma (or GED equivalent).
- Three (3) 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 two (2) years of the aforementioned court experience.

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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.

Skill in:

- Basic English and math, to include, but not be limited to, grammar, spelling, punctuation, addition, subtraction, multiplication, and division.
- 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 and products, computer equipment, and computer applications.
- Communicating information effectively, both orally and in writing.
- Accuracy and attention to detail.

Ability to:

- Assign, organize, coordinate, and evaluate the 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.
- 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.

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- 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.
- Recommend modifications to improve procedures and practices.

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.

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; October 2020; January 2024