

COURT SUPERVISOR

JOB DESCRIPTION

Classification Responsibilities: A Court Supervisor oversees and supervises a specialized support staff in one of the three operational divisions of the Court: Court Services, Customer Service, or Collections. This class is responsible for performing related duties as required.

Distinguishing Features: A Court Supervisor is responsible for measuring and evaluating work performance; developing training schedules; and interviewing, hiring, and terminating staff. A Court Supervisor is familiar with the principles, practices, techniques, rules, regulations, and laws associated with the Court. A Court Supervisor may need to apply sections of the Arizona Revised Statutes, Arizona Rules of Court, Arizona Supreme Court's Minimum Accounting Standards, Fair Debt Collection Act, Fair Credit Reporting Act, Bankruptcy Codes, business law practices, conflict management, and the Mesa City Code to certain job functions. The Court Supervisor class is distinguished from the Deputy Court Administrator level by the latter having responsibility for supervising the day-to-day operation and activities of the assigned staff. This class deals with the more difficult defendants and resolves public relations issues. This position may perform the major tasks of subordinate staff on a temporary basis during heavy workload demands. An employee in this class may be required to work holidays and weekends as workload dictates. A Court Supervisor may be reassigned to different functional areas of the Court. A Court Supervisor reports to a Deputy Court Administrator who has managerial responsibility for policy and procedure development and for court-wide responsibility for one or more functions such as: automation, records management, or integration of policy and procedures. This class is FLSA exempt-administrative.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Any combination of training, education, and experience equivalent graduation from high school or GED. A minimum of four (4) years full-time employment in customer service work that required extensive customer contact to explain policies and procedures and/or resolve issues and complaints and at least two (2) years in a supervisory or lead capacity **OR** a minimum of four (4) years experience in a municipal court environment and at least one (1) year in a supervisory or lead capacity will also be considered qualifying.

Special Requirements. For this position, an individual receiving a conditional offer of employment from the City of Mesa must pass a background investigation through the City of Mesa Police Department, the Arizona Department of Public Safety, and Federal Bureau of Investigation prior to commencing employment with the City of Mesa.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Graduation from an accredited college or university with a Bachelor's Degree in Business, Management, or related field is highly desirable. Experience in use of an

automated information system and record repository and use of word processing and spreadsheet programs are preferred. Court experience is preferred.

ESSENTIAL FUNCTIONS

One position may not include all of the essential functions, knowledge and abilities listed, nor do the listed examples include all the knowledge and abilities which may be found in positions of this classification.

Communication: Recommends procedural changes and assists with the design and implementation of new policies. Prepares memos and letters in communicating with other employees, management, and the general public. Trains subordinate employees on policies and procedures (example: general courtroom procedures, computerized records system usage, and problems that may occur as a result of work errors.) Resolves problems or complaints referred by subordinate staff. Explains court policies and procedures for implementing and enforcing laws and codes in nontechnical terms. Prepares periodic and special reports regarding unit activities by compiling data regarding type and number of cases processed, processing time, accuracy ratio, and monies received, and condensing this into a concise, informative document. Interacts with angry, confused, and hostile persons to explain court procedures and resolve problems or complaints. Facilitates process improvement teams.

Manual/Physical: Enters data into a personal computer (PC) to prepare and generate reports and other documents. Operates a variety of standard office equipment such as a PC, telephone, calculator, and printer in order to acquire, process, and disseminate information. Monitors level of available forms, office supplies, etc., to ensure that adequate stock levels are maintained, thereby allowing the unit to operate smoothly. Meets scheduling and attendance requirements.

Mental: Assigns work to subordinate staff by determining work priorities and considering work flow patterns and current workload in light of staff capabilities to allocate type and volume of tasks to ensure timely and effective completions. Promotes team interaction to resolve issues among staff. Proactively implements policies and procedures. Considers operations and personnel issues for the organization as a whole. Establishes work and job rotation schedules to ensure adequate coverage. Evaluates the performance of subordinate employees by monitoring overall work flow, spot-checking work completed for volume, accuracy, and timeliness, and reviewing problems or complaints referred by the employee in light of work standards established for the assigned unit. Provides development opportunities for employees seeking additional work skills through cross training with other functional areas of the court. Resolves problems or complaints referred by subordinate staff. Researches exceptions and unusual balances as they occur and reports any adjustments or unresolved items. Reviews Daily Transaction reports and Exception reports for discrepancies; resolves discrepancies, or reports them to the Deputy Court Administrator for Customer Services. Performs testing on the Court's automated record system, Automated Court Information Systems Tracking (ACIST).

Knowledge and Abilities:

Knowledge of:

team concepts within a continuous improvement environment;
the operating policies and procedures of the assigned unit of the City Court;
the legal constraints and requirements impacting the operation of the assigned unit;
the computerized records system used by the City Court;
basic customer services and public relations techniques;
the overall organization, operation, and policies of the City Court; and
basic principles and practices of employee supervision, including performance evaluation and employee training.

Ability to:

handle adverse, critical, and confrontational situations in a stressful environment;
maintain order and decorum in the courtroom;
develop team interaction;
facilitate Continuous Quality Improvement (CQI) teams;
develop measurement tools to evaluate work performance; and
establish and maintain effective work relationships with coworkers and management.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

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