

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 Operations, Customer Service, or Specialty Courts. This class is responsible for performing related duties as required. A Court Supervisor is responsible for overseeing daily court operations, ensuring staff compliance with policies, and maintaining efficient workflow. They supervise personnel by assigning tasks, evaluating performance, and providing training to enhance staff development. Additionally, they implement and enforce court regulations, legal procedures, and administrative policies while ensuring adherence to state and local laws. This role requires strong decision-making and problem-solving skills, particularly in resolving escalated public complaints, managing conflicts, and improving operational efficiency. Court Supervisors also monitor case processing, oversee document and record accuracy, and coordinate with judges, attorneys, and other criminal justice partners. They utilize court case management systems and reporting tools to ensure data integrity and procedural compliance. Court Supervisors may be reassigned to different court functions based on operational needs. They also uphold confidentiality and ethical standards when handling sensitive legal documents, personnel matters, and case-related information.

Distinguishing Features: This role differs from the Deputy Court Administrator position, which has broader responsibilities for policy development and court-wide operations. Their ability to lead, enforce policies, and improve court operations distinguish them from other administrative roles. Court Supervisors may perform subordinate staff duties as needed and may work holidays or weekends as necessary. 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 to a High School Diploma or GED. A minimum of four (4) years of full-time employment in customer service involving extensive customer contact, policy explanation, and issue resolution with at least two (2) years in a supervisory or lead capacity; **OR** four (4) years of court experience, with at least one (1) year in a supervisory or lead capacity will also be considered.

Special Requirements: Must possess a valid Class D Arizona Driver's License by hire or promotion date. Candidates receiving a conditional offer of employment from the City of Mesa must pass a background check conducted by the City of Mesa Police Department, 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: A Bachelor's degree in Business, Management, or related field is highly desirable. Experience with automated information systems, records management, and proficiency in word processing and spreadsheets is preferred. Certification from the Institute of Court Management is also 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 that may be found in positions of this classification. Court Supervisors may be reassigned to different functional areas of the court.

Communication: Ensures information is effectively passed onto others who must be kept informed. Shares important information from management with employees and others as appropriate. Recommends procedural changes and assist with change implementation. Trains staff on court procedures, operations, records systems, and issue resolution. Ensures subordinates understand and adhere to legal procedures and city policies, providing necessary training and guidance as needed. Resolves complaints, disputes, and customer service concerns. Maintains professionalism when dealing with difficult or hostile individuals. Facilitates routine individual meetings with staff and maintains accurate documentation of discussions.

Manual/Physical: Inputs case information, updates records, and generates reports using case management software. Retrieves, organizes, and files court documents, both physically and electronically. Operates and troubleshoots a variety of standard office equipment including computers, telephones, printers, fax machines, etc. Moves between offices, courtrooms, and filing areas to oversee staff and assist with case processing as needed. Operates a motor vehicle requiring a standard Class D Arizona Driver's License to drive to and from the Mesa Police Department and other locations as needed.

Mental: Quickly assesses situations, analyzes information, and makes sound decisions to resolve operational challenges. Maintains professionalism and composure in high-pressure situations. Manages multiple responsibilities, including supervising staff, coordinating court schedules, and responding to inquiries without compromising efficiency. Engages with judges, attorneys, staff, and the public in a respectful, clear, and confident manner, even in conflict situations. Adapts to changing assignments, court schedules, procedural updates, and unexpected challenges while maintaining operational efficiency. Assigns work to subordinate staff while considering workflow, priorities, and current workloads. Establishes work and job rotation schedules to ensure adequate coverage. Addresses problems by using a logical, systematic sequential approach.

Knowledge and Abilities:

Knowledge of:

team concepts within a continuous improvement environment;
court policies, legal constraints, and operational procedures;
public relations techniques and customer service best practices;
employee supervision, training, and evaluation principles;
case management systems and digital record-keeping practices;
Arizona Revised Statutes Title 13 and 28;
Arizona Rules of Court;
Arizona Supreme Court's Minimum Accounting Standard; and
Fair Debt Collection Act, Fair Credit Reporting Act, Bankruptcy Codes, and Mesa City Codes.

Ability to:

handle high-pressure situations, including disputes and courtroom proceedings;
train and evaluate staff while maintaining a professional environment;
adapt to changing court schedules, policies, and unexpected challenges;
develop performance metrics to assess efficiency and accuracy;
identify needs and proactively manage situations; and
establish and maintain effective positive working 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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BH/lv/js

CS4128.DOCX

EEO-A/S

JOB FCTN-ADM

Non-DOT Safety and Security-N

CDL-N

RESP-N

PAY GRADE: 50

IND-8810

SWORN-No

Non-DOT Random-N

DOT-N

INCREMENTS 54-200