

Position: Municipal Court Services Manager	Management
Department/Site: Police / Court Complex	FLSA: Exempt
Evaluated by: Finance Director	Salary Grade: 141

Summary

Manages the operations of the Municipal Court. Performs a variety of supervisory and complex functions including planning and directing court activities, ensuring compliance with legal and administrative requirements and supervising court staff. Evaluates operations and formulates policies, procedures and best practices.

Distinguishing Career Features

The Municipal Court Services Manager is a front line supervisory management position that is responsible for diverse and specialized activities related to court operations. Advancement to this position requires a demonstrated ability to apply independent judgment, general knowledge of court proceedings and compliance with the qualifications of the position.

Essential Duties and Responsibilities

- Provides leadership through excellence in customer service with internal and external customers. Handles conflictual and hostile situations with professionalism. Ensures staff provide a high level of service in support of achieving the Finance Department and City goals and objectives.
- Oversees day to day operations including but not limited to criminal cases, jury trials, docketing and probation compliance, warrant processes, expungements, appeals to the circuit court, records checks/retention schedules and release decisions from jail and reconciliation of daily financial transactions.
- Conducts internal audits to ensure processes are efficient and carried out accurately. Remains current on computer software updates and changes.
- Prepares the biennial budget for review by the Finance Director and implements and monitors budget to actual activities throughout the period. Prepares revenue and expenditure estimates. Reviews the budget monthly and makes purchases in compliance with the adopted budget.
- Supervises a team of clerical staff engaged in supporting municipal court proceedings. Works with employees to ensure work flow is maintained and goals are met. Assigns and oversees work according to changes in workload and priorities. Conducts performance appraisals.
- Maintains knowledge regarding changes in legislation to ensure compliance with laws.
- Revises and updates policies and procedures as necessary to meet legal requirements and City needs.

- Maintains positive working relationship with Municipal Court Judge and collaborates to ensure Finance Department and City goals are achieved while meeting legal requirements. Attends judicial conferences.
- Manages employee contracts for bailiffs including hiring, supervision, overseeing their training and ensuring safety standards are met. Prepares and presents defense attorney contracts for Finance Director and City Manager approvals.
- Acts as liaison with the judge, police department, attorneys, prosecutors, City department staff, outside agencies and citizens regarding court matters.
- Resolves municipal court related conflicts that cannot otherwise be resolved by court staff.
- Serves on committees and attends trainings to aid in achievement of Finance Department and City goals.
- Performs other duties as assigned to support the overall objectives of the position.

Qualifications

- **Knowledge and Skills**

The position requires advanced-specialized knowledge of the organizational and operational requirements, procedures, services and activities of a municipal court. Requires knowledge of legal terminology, court policies, procedures and best practices. Requires some knowledge of principles and practices of employee supervision, including work planning, assignment review and evaluation, and the training of staff in work procedures. Requires knowledge of the principles and practices of supervision and performance management, budget development and administration of best practices. Requires knowledge of computer-based information systems used in the courts, including specialized databases for storing and retrieving information such as Law Enforcement Data Systems (LEDS) and common office productivity software. Requires sufficient math skills to prepare and administer budgets and produce statistical analyses. Requires considerable knowledge of business English and compositions, spelling and punctuation. Requires highly developed human relations skills to present a positive image of the department, and convey technical and sometimes negative information.

- **Abilities**

Requires the ability to carry out all aspects of the position. Requires the ability to select, supervise, train, evaluate and motivate staff in a way that optimizes service. Requires well developed communication skills to handle difficult and possibly volatile situations, and explain complex policies to interested parties. Ability to communicate effectively with diverse populations and people of varying backgrounds. Ability to maintain professionalism under pressure and work in a disruptive environment. Must possess the ability to be accurate, thorough and use sound efficiently in an environment that at times may be disruptive and noisy. History of sound judgment and dependability. Requires the ability to define issues, analyze problems, evaluate alternatives and develop sound conclusions and recommendations in accordance with laws, regulations, rules and policies. Must be able to interpret, explain and apply knowledge of department organization, operations, programs, functions and special terminology when performing assignments. Requires the ability to plan, organize and prioritize work in order to meet schedules and timelines. Requires the ability to utilize necessary computer skills to perform all duties as required. Requires the ability to maintain a certificate for access to law enforcement databases. Requires the ability to maintain confidentiality of private and sensitive information.

- **Physical Abilities**

The physical demands and work environment 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. While performing the duties of this job, the employee is regularly required to sit; use hands to finger or feel; and talk or hear. The employee is occasionally required to stand; walk; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

- **Education and Experience**

The position typically requires an Associate's degree in Criminal Justice, Business Administration or closely related field; and four years of progressively responsible experience in court services or other functions in a police or court environment with some supervisory experience. Additional relevant experience may substitute for some higher education.

- **Licenses and Certificates**

May require a valid driver's license. Possession of or ability to obtain LEDS certification within three months of hire. Must pass an extensive background investigation which may include a credit check.

- **Working Conditions**

Work is performed indoors where some safety and environmental considerations exist including occasional contact with emotional, argumentative, hostile, mentally ill, homeless and irate customers.

This job/class description, describes the general nature of the work performed, representative duties as well as the typical qualifications needed for acceptable performance. It is not intended to be a complete list of all responsibilities, duties, work steps, and skills required of the job.