



## King County

Invites Applications for the Position of:

### Judicial Services Division Manager

Apply online at <http://www.kingcounty.gov/jobs>

*King County is committed to equity and diversity in the workplace. In addition, the county is committed to recruiting and maintaining a quality workforce that shares our guiding principles: collaborative, service-oriented, results-focused, accountable, innovative, professional and fair and just.*

**OPENING DATE/TIME:** 08/12/13 12:00 AM (GMT -8:00)

**CLOSING DATE/TIME:** Continuous

**SALARY:** \$3,367.14 - \$4,268.04 Biweekly \$7,295.46 - \$9,247.42 Monthly \$87,545.54 - \$110,969.04 Annually

**LOCATION:** Multiple locations in King County

**JOB TYPE:** Career Service, Full Time, 40 hrs/week

**DIVISION:** Department of Judicial Administration

**JOB NUMBER:** 2013JF03290

**SUMMARY:**

The Department of Judicial Administration (DJA) is an innovative, forward-looking agency using technology to help perform tasks better, more efficiently and reliably. DJA (also known as the Superior Court Clerk's Office) performs a variety of services for the Court, litigants and the public. DJA's mission is to provide professional, high-quality Superior Court record services and justice system programs, while ensuring access to justice and integrity in the process.

**WHO MAY APPLY:** This position is open to King County career service employees and the general public.

Persons interested in this recruitment should submit the following:

- Completed King County online employment application form

- Answers to the supplemental questionnaire
- A current resume
- A letter of interest describing how you meet or exceed the requirements for the position.

This position will **remain open until filled**; however, first consideration will be given to those candidates who apply before **August 26, 2013**.

**WORK LOCATION:** 1211 East Alder, Seattle, WA 98122.

**WORK SCHEDULE:** This position is exempt from the provisions of the Fair Labor Standards Act, and is not overtime eligible. Work schedule is normally Monday through Friday, 8:00 am to 5:00 pm.

**Contact Information:** If you have any questions regarding this recruitment opportunity, please contact Joy Fernandes at 206-477-0774 or [joy.fernandes@kingcounty.gov](mailto:joy.fernandes@kingcounty.gov).

**JOB DUTIES:**

The person in this position will be responsible for management of an off-site department satellite division by defining, developing and implementing policies, procedures and processes in all areas associated with civil commitment (Mental Health), juvenile offender and child welfare cases, including customer service, case scheduling, docketing, calendaring, case auditing, in-court record creation, and document scanning and indexing. This person will establish and implement innovative service delivery systems for the services provided by the Juvenile Division, including establishing and maintaining strong working relationships with all other King County and state agencies involved in the Juvenile Justice and Civil Commitment systems. To implement these systems this person will manage records and data entry into the electronic court records system and the state-wide case management system, SCOMIS; establish and meet production and quality goals, develop and analyze complex statistical reports and charts related to Clerk's Office operations; and manage and direct juvenile case flow management and court delay reduction initiatives. Specifically, the person in this position will:

**PRIMARY JOB FUNCTIONS:**

- Provide direct management to and supervision of Juvenile staff
- Analyze production-oriented workload processes to prevent delays; monitor processing continuously and create and implement improvement plans when delays happen.

- Represent the Department on various state and local committees
- Act as policy lead on all aspects of Juvenile case management for Department
- Perform personnel responsibilities such as: training, hiring, recommending and/or implementing disciplinary actions.
- Motivate staff by working with them to evaluate and document work performance; coach, counsel, and monitor staff.
- Resolve customer inquiries and concerns
- Contribute as a member of the DJA Management Team
- Assist in the development of the Departmental budget
- Determine work assignments and work schedules for supervised staff; establish production goals and monitor workload of division to remain current and avoid backlogs.
- Recommend and lead in the development, review, establishment and implementation of policies and procedures to adapt to changes in the law. Ensure adherence to legislative, judicial and departmental regulations in the area of juvenile caseload management.
- Conduct legislative research and provide advice related to statutes, court rules or other legislative authorities. Investigate and resolve complaints.
- Ensure department director and deputy director are fully informed of operations within the section. Prepare records and report on division activities.

**EXPERIENCE, QUALIFICATIONS, KNOWLEDGE, SKILLS:**

- A college degree in judicial administration, public administration, business administration or a similar area, plus four years of management or supervisory experience is mandatory. Additional years of management or supervisory experience may be substituted for the college degree.
- Experience working in a production oriented environment for at least two years.
- Knowledge of court processes, legal terminology, civil, criminal, and juvenile laws are required.
- Knowledge of state and local court rules is required.
- Thorough knowledge of the juvenile justice and child welfare system is required.
- Experience working with elected officials
- Excellent oral and written communication skills
- Strong supervisory skills
- Knowledge of the Clerk, Superior Court, and the states' role in the justice and child welfare system.
- Excellent time management skills and the ability to perform multiple tasks simultaneously

- Experience in policy development, implementation and enforcement are also required.

**DESIRABLE SKILLS:** Knowledge of the role of the Clerk in Washington state and experience in a Clerk's Office. Knowledge of the state SCOMIS system.

**NECESSARY SPECIAL REQUIREMENTS:**

- No felony convictions in the past ten (10) years.

Note: Online applications are preferred. However, if you cannot apply online, go to [www.kingcounty.gov/jobs](http://www.kingcounty.gov/jobs) for other options.

**If you need an accommodation in the recruitment process or an alternate format of this announcement, please inquire directly with the contact listed on the job announcement or the department's Human Resources Service Delivery Manager.**

## **Judicial Services Division Manager Supplemental Questionnaire**

- \* 1. Describe your experience managing staff in a production-oriented environment.
- \* 2. Describe your work experience in a court-based setting, and your knowledge and experience in case management.
- \* 3. Describe two project plans, policies, procedures, or processes that you developed and implemented that were successful in implementation.
- \* 4. Describe your experience managing a collective bargaining unit, touching on the most challenging and the most rewarding aspects of your experience.
- \* Required Question