



## **DISTRICT COURT MANAGER – CUSTOMER AND ADMINISTRATIVE SERVICES (Job # 5077)**

### **District Court**

**SALARY RANGE: \$68,905.00 to \$92,984.00 Annually**

**CLOSING DATE: Must be received by 4:30 p.m., Friday, November 22, 2013**

To be considered for this position, applicants must complete and submit a signed Pierce County employment application form (available at [www.piercecountywa.org/jobs](http://www.piercecountywa.org/jobs)), current resume and answers to the supplemental questions. Completed application materials are to be submitted directly to District Court at:

**Pierce County District Court  
930 Tacoma Avenue South, Room 239  
Tacoma WA 98402  
(253) 798-7788**

***Resumes without a completed application will not be considered. Faxed applications will not be accepted.***

The Pierce County District Court is the third largest court of limited jurisdiction in Washington State and is Located in Tacoma. With eight judges and a support staff of 92, it operates on an annual budget of \$12.4 million, and has jurisdiction to hear criminal misdemeanor cases, civil cases up to \$75,000, small claims, Infractions and anti-harassments. The Court's total case filings in 2012 were 82,450.

### **NATURE OF WORK**

The Customer and Administrative Services Division Manager is responsible for the administration and management of the Court's customer service and financial functions. The work involves independent planning, designing and implementation of programs and projects that comply with the Court's policies and legal requirements. The Customer and Administrative Services Division Manager has latitude in making decisions regarding work priorities, methods, and workflow, and in interpreting policies and legal responsibilities. The Manager coordinates with individuals within the court and individuals and agencies within the community to ensure the effective and efficient implementation and operation of the programs, projects and services of the Court. This position reports directly to the Court Administrator.

### **ESSENTIAL FUNCTIONS**

#### ***Accounting/Auditing***

- Responsible for overseeing the accounting functions of the court management system including the balancing of the general/trust account, deposits, cash handling procedures, auditing functions, and financial analysis.
- Manages continuous improvement of internal accounting and administrative controls for the safeguarding of the Court's assets in order to ensure proper control and recording of financial transactions.
- Assumes responsibility for preparing the financial aspects of proposals and reports submitted for support from federal, state and other agencies, and for the establishment and maintenance of budgetary controls required by the granting agencies.
- Recommends changes in accounting and related procedures to accommodate new requirements in the accounting system or incorporate legislative changes.
- Serves as liaison with internal and external auditors.

#### ***Budgeting***

- Responsible for the development of the Court's annual budget.
- Reviews, analyzes, recommends and implements procedural changes in the preparation, maintenance and control of the departmental budgets and other activities.
- Manages the development of financial analysis and advises on forecasting of revenue and expenditures.
- Prepares any special financial analysis report as required by the Court Administrator.

### ***Customer Service***

- Responsible for management of the Court's customer services functions: Call Center, Public Counter, Live Chat.
- Improves customer service quality results by studying, evaluating, and re-designing processes; establishing and communicating service metrics; monitoring and analyzing results; implementing changes.

### ***Procurement***

- Responsible for management of the Court's procurement processes.
- Oversees for contract negotiations and manages contracting functions.

### ***Leadership and Management***

- Interviews, selects, supervises, develops, evaluates, counsels, and monitors the performance of staff.
- Develops and establishes work plan and performance standards for the division.
- Represents the Court Administrator or the Court on various county and state committees.
- Evaluates and make recommendations for the ongoing maintenance of policies, procedures and guidelines.
- Maintain regular, predictable and punctual attendance during regularly scheduled work hours.
- Meet travel requirements of the position.
- Perform the physical requirements of the position; work within the established working conditions of the position.
- Work a flexible schedule, which may include evenings, weekends and holidays.
- Performs other related duties as assigned.

## **RECRUITING REQUIREMENTS**

Bachelors degree in Business Administration, Public Administration or a closely related field with four or more years of demonstrated experience in an administrative position requiring budgetary, personnel, supervisory and analytical skills. Additional education or experience may substitute for the recruiting requirements. Work experience in Washington courts preferred. Must possess a valid Washington State Driver's license, or the ability to obtain the license within 30 days of employment, or otherwise meet the travel requirements of the position. Successful completion of a Pierce County background investigation which includes criminal history (Limited to the last 10 years) is required prior to employment. Individuals who have been convicted of crimes (which includes a deferred sentence) involving dishonesty, fraud, theft, robbery, burglary, assault, homicide, domestic violence, disorderly conduct, drugs, arson, reckless endangerment and crimes of a sexual nature, crimes involving a motor vehicle (including DUI) and crimes against vulnerable adults and/or children within the last ten years *may* not meet the recruiting requirements for this position.

## **SUPPLEMENTAL QUESTIONNAIRE**

### **DISTRICT COURT MANAGER – CUSTOMER AND ADMINISTRATIVE SERVICES (Job #5077)**

**Instructions:** This questionnaire is part of the examination process and is mandatory. Please answer the following questions completely.

1. Describe your hands-on experience developing, administering and monitoring a program budget (including practices and procedures) within a public sector environment. Include the size of the budget, the scope of your responsibility, tools that were used, and the effectiveness of your administration.
2. What is your philosophy of leadership? What principles and practices of supervision have you utilized to improve the effectiveness of your management style?
3. Please describe your experience providing expert level financial information and strategic recommendations to directors and management regarding: internal control issues; management of internal and external funds; documentation requirements and audit trails to minimize audit findings; and the appropriate and fiscally responsible management of assets. Be specific and include where you gained this experience.

## **EQUAL EMPLOYMENT OPPORTUNITY**

It is the policy of Pierce County that no person shall be subjected to employment discrimination because of race, creed, religion, color, national origin, sex, sexual orientation, marital status, age, disability, veteran status, the presence of any sensory, mental, or physical disability, or the use of a trained guide dog or service animal by a disabled person.

### **BENEFITS**

**VACATION LEAVE:** Upon completion of 13 pay cycles (approximately six months) employees receive six days of vacation leave. Vacation accrues at the rate of 12 days per year initially, up to a maximum of 30 days per year.

**SICK LEAVE:** Employees receive six days of sick leave upon completion of 13 pay cycles (approximately six months). Sick leave is accrued at the rate of one day per month.

**HOLIDAYS:** Pierce County employees enjoy twelve paid holidays.

**MEDICAL COVERAGE:** Excellent choices of medical plans which include vision and prescription drug coverage are available for the employee and dependents.

**DENTAL COVERAGE:** Choice of dental programs which include orthodontic coverage for the employee and dependents.

**LIFE INSURANCE:** County paid life insurance for all full time/full benefit employees is effective the first day of employment. Additional life insurance is available at the employee's expense.

**RETIREMENT:** Pierce County employees participate in one of the Washington State Department of Retirement Systems plans. Employees and the County contribute jointly to the plan.

**SOCIAL SECURITY AND INDUSTRIAL INSURANCE:** Employees are covered by Social Security and the State Industrial Insurance Act.

**IN ADDITION:** Pierce County offers its employees an Employee Assistance Program which includes legal service access, Deferred Compensation, a Wellness Program, access to a credit union, commute assistance including transit subsidies, a variety of on-going training programs, direct payroll deposit, access to long term disability insurance, and flexible spending accounts.

**PART-TIME EMPLOYEES** receive pro-rated benefits.

**NOTE:** The provisions of this bulletin do not constitute an expressed or implied contract. Any provisions contained herein may be modified and/or revoked without notice.



EMPLOYMENT APPLICATION

INSTRUCTIONS: TYPE OR LEGIBLY PRINT THIS APPLICATION USING DARK INK ONLY. SIGN AND DATE THE APPLICATION. AN INCOMPLETE APPLICATION MAY AFFECT YOUR ELIGIBILITY OR EXPERIENCE CREDIT.

GENERAL INFORMATION

POSITION FOR WHICH APPLYING: JOB #:
Last Name First Name Middle Initial
Mailing Address City State Zip
Home Phone Work Phone Cell Phone Email Address

Are you now or have you ever been employed by Pierce County Government? Yes No If yes, complete the following:
Job Title Department Dates Employed

Do you have any relatives working for Pierce County Government? Yes No If yes, complete the following:
Name(s) Relationship(s) Department(s)

Washington State labor laws restrict some employment from persons under 18 years of age. Are you at least 18 years old? Yes No
If no what is your birth date? / /

Can you perform the essential functions of this job with or without a reasonable accommodation? (See job announcement for essential functions)
Yes No

VETERANS' PREFERENCE/SCORING CRITERIA

Pierce County complies with applicable laws regarding veterans' preference and/or scoring criteria for veterans honorably discharged from active military service. Proof of veteran status will be required to award veterans' preference/scoring criteria.

Are you a veteran with an honorable discharge? Yes No
Do you claim veterans' scoring criteria? Yes No If yes, complete the following items:
Have you ever obtained employment through the use of veterans' scoring criteria? Yes No
If yes, where
Are you retired from military service and receiving veterans' retirement payments? Yes No
All dates of active duty: From / / To / / From / / To / /

EDUCATION

Did you graduate from high school or receive a GED certificate? Yes No

Table with 6 columns: Name of college, university, vocational school; Major; Full Years Completed; Title of Degree; Degree Received Yes/No; Credit Hours Earned

Table with 6 columns: Professional Licenses & Certification; Type of License; Issued Yes/No; Issuing State; Number; Expiration Date

## EMPLOYMENT HISTORY

LIST YOUR WORK EXPERIENCE FOR AT LEAST THE LAST 10 YEARS INCLUDING SELF-EMPLOYMENT, MILITARY SERVICE, VOLUNTEER WORK AND PERIODS OF UNEMPLOYMENT AND ANY RELATED EXPERIENCE BEYOND 10 YEARS. ATTACH ADDITIONAL SHEETS IF NECESSARY. BE AS COMPLETE AS POSSIBLE IN OUTLINING THE DUTIES OF EACH POSITION. FAILURE TO DO SO MAY AFFECT THE CREDIT YOU RECEIVE FOR EXPERIENCE.

---

### MOST RECENT EXPERIENCE

Employer \_\_\_\_\_

Address \_\_\_\_\_

Position \_\_\_\_\_ Hours worked each week \_\_\_\_\_ Starting salary \_\_\_\_\_ Last salary \_\_\_\_\_

Total years/months \_\_\_\_\_ From \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ To \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ No. of employees you supervised \_\_\_\_\_

Supervisor \_\_\_\_\_ Phone ( \_\_\_\_\_ ) \_\_\_\_\_

Specific duties \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Reason for leaving or considering change \_\_\_\_\_

---

### OTHER EXPERIENCE

Employer \_\_\_\_\_

Address \_\_\_\_\_

Position \_\_\_\_\_ Hours worked each week \_\_\_\_\_ Starting salary \_\_\_\_\_ Last salary \_\_\_\_\_

Total years/months \_\_\_\_\_ From \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ To \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ No. of employees you supervised \_\_\_\_\_

Supervisor \_\_\_\_\_ Phone ( \_\_\_\_\_ ) \_\_\_\_\_

Specific duties \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Reason for leaving or considering change \_\_\_\_\_

---

### OTHER EXPERIENCE

Employer \_\_\_\_\_

Address \_\_\_\_\_

Position \_\_\_\_\_ Hours worked each week \_\_\_\_\_ Starting salary \_\_\_\_\_ Last salary \_\_\_\_\_

Total years/months \_\_\_\_\_ From \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ To \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ No. of employees you supervised \_\_\_\_\_

Supervisor \_\_\_\_\_ Phone ( \_\_\_\_\_ ) \_\_\_\_\_

Specific duties \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Reason for leaving or considering change \_\_\_\_\_

---

## AGREEMENT, CERTIFICATION AND AUTHORIZATION

I hereby certify, under the penalty of perjury in the State of Washington, that this application contains no willful misrepresentation or omission and that the information given is true and complete to the best of my knowledge and belief. I am aware that should an investigation at any time disclose any such misrepresentation, omission, or falsification, my application may be rejected, my name may be removed from consideration or I may be discharged from my employment.

I authorize my current or former employers and all schools or educational and technical institutions which I have attended to provide Pierce County representatives any information regarding my current or former employment, scholastic records or ratings. I hereby release and hold harmless any such current or former employers or institutions, their agents or employees from any and all liability resulting from the release of such information. My authorization and release from liability are knowing, intelligent and voluntary acts.

I am willing to submit to a pre-employment physical examination, including controlled substance testing, if required.

I understand that as a condition of employment I must provide documentation to demonstrate authorization to work in the United States as required by the Immigration Reform and Control Act of 1986.

\_\_\_\_\_  
Signature of Applicant

\_\_\_\_\_  
Date

## EQUAL EMPLOYMENT OPPORTUNITY

It is the policy of Pierce County that no person shall be subjected to employment discrimination because of race, creed, religion, color, national origin, sex, sexual orientation, marital status, age, disability, veteran status, the presence of any sensory, mental, or physical disability, or the use of a trained guide dog or service animal by a disabled person. We would appreciate your providing the information below. This is entirely voluntary and will be maintained **CONFIDENTIALLY** and separate from personnel files. No adverse action will result from failure to furnish requested information. The information gathered herein will not be provided to supervisors, the appointing authority, or other departmental employees. It will be used for monitoring and for Federal reporting purposes only. We appreciate your assistance and cooperation in voluntarily providing this information and in assisting Pierce County in ensuring equal employment opportunities for all applicants.

NAME:

SSN:

---

(Disclosure of your SSN is voluntary. If you elect to provide it, we will only use it for applicant tracking.)

SEX:  Male  Female

AGE OVER 40:  Yes  No

**EXPANDED RACE/ETHNICITY GROUP CATEGORIES AND DEFINITIONS:** If you are of more than one race, please indicate one group only for recordkeeping purposes (see definitions below)

- H Hispanic or Latino**
- B African American/Black (not Hispanic or Latino)**
- A American Indian or Alaska Native (not Hispanic or Latino)**
- R Asian (not Hispanic or Latino):**
- C Caucasian/White (not Hispanic or Latino)**
- P Native Hawaiian or Other Pacific Islander (not Hispanic or Latino)**
- T Two or More Races (not Hispanic or Latino)**

DISABLED:  Yes  No      DISABLED VETERAN:  Yes  No

VETERAN:  Yes  No

---

## DEFINITIONS

Ethnic group categories and definitions are defined by and reported to the Federal Equal Employment Opportunity Commission.

**H Hispanic or Latino:** A person of Cuban, Mexican, Chicano, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.

**B African American/Black (not Hispanic or Latino):** A person having origins in any of the black racial groups of Africa.

**A American Indian or Alaska Native (not Hispanic or Latino):** A person having origins in any of the original peoples of North and South America (including Central America), and who maintains tribal affiliation or community attachment.

**R Asian (not Hispanic or Latino):** A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.

**C Caucasian/White (not Hispanic or Latino):** A person having origins in any of the original peoples of Europe, the Middle East, or North Africa.

**P Native Hawaiian or Other Pacific Islander (not Hispanic or Latino):** A person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

**T Two or More Races (not Hispanic or Latino):** A person who identifies with two or more of the following races: African-American/Black, American Indian or Alaska Native, Asian, Caucasian/White, or Native Hawaiian or Other Pacific Islander.

**Disabled:** People with disabilities are persons with a permanent physical, mental, or sensory impairment which substantially limits one or more major life activities. Physical, mental, or sensory impairment means: (a) any physiological or neurological disorder or condition, cosmetic disfigurement, or anatomical loss affecting one or more of the body systems or functions; or (b) any mental or psychological disorders such as mental retardation, organic brain syndrome, emotional or mental illness, or any specific learning disability. The impairment must be material rather than slight, and permanent in that it is seldom fully corrected by medical replacement, therapy or surgical means.

**Disabled Veteran:** All persons entitled to disability compensation under laws administered by the U.S. Department of Veteran Affairs for disability rated at 30 percent or more, or a person whose discharge or release from active duty was for a disability incurred or aggravated in the line of duty.

# REFERRAL SOURCE

**Check all that apply:**

- Newspaper: Name \_\_\_\_\_
- Pierce County Job Information Line
- Internet – Pierce County Website
- Internet – Other: Identify \_\_\_\_\_
- Job Fair: Name \_\_\_\_\_ Location \_\_\_\_\_
- Word-of-Mouth
- Announcement in Pierce County Human Resources Office
- Public Access Television
- County Employee
- Other: Identify \_\_\_\_\_