



King County

Invites Applications for the Position of:

Judicial Services Supervisor II

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: 07/17/14 12:00 AM (GMT -8:00)

CLOSING DATE/TIME: 07/30/14 04:30 PM (GMT -8:00)

SALARY: \$2,700.80 - \$3,423.20 Biweekly

LOCATION: Multiple locations in King County

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

DIVISION: Department of Judicial Administration

JOB NUMBER: 2014JF04118

SUMMARY:

The Department of Judicial Administration (DJA), also known as the Superior Court Clerk's Office, is an innovative, forward-looking agency using technology to help perform tasks better, more efficiently and reliably. DJA performs a variety of services for the Court, litigants and the general 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

DJA is seeking a **Supervisor** who is **creative and customer focused** who is able to build and maintain strategic relationships with a diverse group of individuals within DJA, Superior Court and other agencies.

This leadership role will be key to ensuring DJA's customers receive excellent customer service and will be responsible for the daily supervision of eighteen staff. This role involves daily interaction with both internal and external customers and varying levels of management. This role requires a self-starter with strong supervisory skills, keen attention to detail, excellent communication and customer service skills, ability to work in a fast-paced environment, and solid skills developing and motivating staff to continue to provide the best possible services to the people of King County.

This is a working supervisor position and the person must be skilled in providing information that people need to know to do their jobs, including providing timely information so that they can make accurate decisions. The supervisor must also be skilled at establishing clear directions,

measuring and distributing the workload and clearly assigning and monitoring responsibility for tasks and decisions.

King County values the balance between work and life outside of work. We offer an outstanding benefits package, 10 paid holidays, life insurance, an employee assistance program and much more. Please visit our website to learn about King County's commitment to employee's health and well-being: <http://www.kingcounty.gov/employees/>.

WHO MAY APPLY: This position is open to King County career service employees and the general public; preference will be given in that order.

Required Materials:

King County Application Form

Supplemental Questionnaire, Please answer the questions in detail and cite examples to support your responses where appropriate. Attach additional pages if necessary.

Resume

Letter of Interest detailing your background and describing how you meet or exceed the requirements listed in this job announcement.

WORK LOCATION: This position is based at the Norm Maleng Regional Justice Center, 401 4th Ave N., Room 2C, Kent, WA 98031, but this position may be required to attend meetings or perform duties at any of our other locations (King County Courthouse located at 516 3rd Ave. Seattle, WA or the Juvenile Clerk's Office located at 1211 East Alder St., Seattle, WA)

WORK SCHEDULE:The usual schedule is Monday through Friday, 8:00 a.m. to 5:00 p.m. Candidates are required to be available to work additional hours, which may include evenings and weekends, as needed to respond to service needs. This position is exempt from the provisions of the Fair Labor Standards Act, and is not overtime eligible.

Contact Information: For questions regarding this recruitment please contact Joy Fernandes at 206-477-0774, for questions specific to this position please contact Kathei McCoy at 206-477-0699.

JOB DUTIES:

KEY DELIVERABLES and EXPECTATIONS:

Leadership: Provide leadership and direction to eighteen staff in the Customer Information & Assistance section. Provide leadership and direction to support a continuous improvement culture within the section and establish innovative, forward thinking processes and programs to further improve the service delivery for the residents and visitors of King County.

Operations: Manage the day-to-day operations of the Customer Information & Assistance section by establishing work priorities, reviewing and evaluating work, providing policy direction and guidance to staff. Work with staff to resolve issues and monitoring section tasks and implementing internal control procedures for section operations.

Personnel Management: Supervise, hire, train, coach, and mentor a multidisciplinary, multi-ethnic staff in a fast paced environment. Evaluate and provide feedback about performance of staff to further support employee development.

Customer Focus: Collaborate with other DJA supervisors and managers to develop, implement, and monitor customer service criteria; respond to customer complaints and requests. Ensure staff has the tools to consistently provide excellent customer service.

Communication: Analyze and evaluate concerns in a timely manner with little information, and provide clear direction for staff response. Solve complex problems with effective solutions and ideas. Find appropriate resources and analyze technical information accurately. Create reports and documents for staff at various levels throughout an organization. Communicate effectively both orally and in writing to internal and external customers.

Research: Understand, research, monitor, and/or implement state, federal, local rules and regulations.

Relationships: Effective team player and collaborative supervisor who works with a goal to resolve issues that impact staff, customers and peer relationships.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE, SKILLS:

KNOWLEDGE, SKILLS AND ABILITIES:

Possess strong and effective communication and interpersonal skills,
Be knowledgeable of court procedures and legal terminology,
Experience creating and fostering a supportive work environment,
Possess strong written communication skills,
Be comfortable using Microsoft Office Suite,
Have the ability to prioritize, delegate and organize work,
Experience providing leadership and direction to others,
Be flexible and **adapt** as required, while working in a multi-faceted and sometimes very busy and ambiguous environment,
Have the ability to effectively collaborate with peer counterparts,
Demonstrate attention to detail and accuracy in work,
Be comfortable working in a team environment, and
Have a working understanding of **equity and social justice principles** and the ability to apply fair and just principles into program activities.

SPECIAL REQUIREMENTS:

No felony convictions in the last ten years.

SUPPLEMENTAL INFORMATION:

Application materials will be screened for qualifications, clarity and completeness. Based upon the information provided in the application materials, the most competitive candidates may be invited to additional selection processes, including an oral interview.

- The person hired into this position will be required to adhere to the policies of the Department of Judicial Administration in meeting and maintaining the standards required for providing professional, high-quality Superior Court record services, while ensuring access to justice and integrity in the process as well as other standards related to conduct.

Note: Online applications are preferred. However, if you cannot apply online, go to 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 Supervisor II Supplemental Questionnaire

- * 1. What are some rules to follow for effective communication, and explain why you think they are important? In what instances is written communication better than verbal?

- * 2. What are some of the actions a supervisor can take to encourage creativity and motivate staff in the office?

- * 3. Tell us about a successful change where you were instrumental in helping develop and implement that change. What steps did you take to implement and how did you measure success?

- * 4. Describe how you deal with multiple or conflicting priorities? How do you ensure all deadlines are met timely?

Judicial Services Supervisor II Supplemental Questionnaire

- * Required Question