Administrative Office of the Courts

COURT PROGRAM ASSISTANT

Scope of Responsibility

- Provides project assistance and coordination to Administrative Office of the Courts (AOC) staff in planning and implementing various court programs, projects and initiatives, and implementation of court-related legislation.

- Reports to an AOC Manager and takes direction for specific assignments from senior AOC staff. Works independently within assigned area of expertise and responsibility.

- Takes independent initiative and responsibility for project and program assistance and coordination, with limited supervision and direction as necessary by an AOC Manager and senior AOC staff.

- Provides backup for senior AOC staff related to areas of responsibility as needed.

Essential Activities

- Coordinates projects related to areas of responsibility and focus in supporting the work of Washington Courts. Such projects may include research, studies, gathering information, identification of best practices, and preparing reports for Boards, Commissions and their committees.

- Assists in developing and enhancing internal business processes to allow for maximum effectiveness and efficiency of court program implementation.

- Assists an AOC Manager and senior AOC staff in managing and coordinating court programs.

- Assists in coordinating, and may primarily coordinate, program financial budgeting, monitoring and oversight.

- Communicates and assists in developing and implementing program policies, standards, guidelines, and expectations; assists with monitoring compliance with internal AOC program policies, standards and guidelines.

Essential Activities (Continued)

- Coordinates conferences and/or trainings associated with AOC programs.

- Responds to requests related to AOC programs and projects both independently and as directed.

- Maintains information on specified court program web sites.

- Provides backup for senior AOC staff related to areas of responsibility as needed.

- Provides other staff support to court programs as assigned.

- Performs other duties as assigned.

Key Competencies

Specific skills required to perform the identified work at the expected level of performance.

- Ability to independently manage and coordinate projects with limited supervision.
- Ability to take initiative, identify and communicate to managerial and program staff potential areas of concern or opportunities for enhancement and/or development of programs, projects and processes.
- Proficient knowledge of business processes and structure.
- Proficient working knowledge of grammar, spelling, clerical procedures, and general office procedures and processes.
- Proficient use of computer applications such as Outlook, WORD, Excel and PowerPoint.
- Demonstrated ability to learn and use new computer applications as needed or required.
- Demonstrated ability to communicate effectively orally and in writing.
- Proficient ability to sort and assess task priorities and plan work efficiently and effectively.
- Demonstrated ability to gain and utilize knowledge of internal and external protocols while establishing effective and respectful working relationships with governmental and court officials at all levels.
- Logically integrates various ideas, intentions, and information to form effective goals, objectives, timelines, action plans, and solutions.
- Approaches and performs work with appropriate attention to detail.
- Accepts personal responsibility for the quality and timeliness of work.
- Understands customer expectations and ensures that work products meet those expectations.

Qualifications and Credentials

An Associate of Arts degree in business or a related field AND four years of administrative program support experience.

Demonstration of relevant experience may substitute for education requirement.

SALARY RANGE: 50

- Workweek may fluctuate depending on workload or agency need.
- Overnight travel may be required based on business need.
- This position is *not* covered under the Fair Labor Standards Act (FLSA).

Revised: 11/2009
Established: 9/2005