



## King County

Invites Applications for the Position of:

### **Court Operations Supervisor - Interpreter Services**

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:** 01/06/15 12:00 AM (GMT -8:00)

**CLOSING DATE/TIME:** 01/27/15 04:30 PM (GMT -8:00)

**SALARY:** \$51,285.52 - \$65,167.02 Annually

**LOCATION:** King County Courthouse - 516 3rd Ave, Seattle

**JOB TYPE:** Regular, Full time, 35 hrs/week

**DIVISION:** King County Superior Court

**JOB NUMBER:** 2014-04437

**SUMMARY:**

This position is responsible for overseeing day-to-day operations of King County Superior Court's Interpreter Services Department. Responsibilities include supervision of assigned staff who schedule interpreters for court matters. Responds to customer inquiries regarding operational issues, oversees and provides direction to staff, resolves issues, recommends and coordinates implementation of systems or methods to improve services and office operations, develops and documents office policy and procedures. The incumbent ensures that interpreter invoices are accurate; provides support in recruiting interpreters; and maintains data on interpreter use.

**ADDITIONAL MATERIALS REQUIRED:** Please include a resume and cover letter describing how you meet or exceed the requirements for this position. These materials are supplemental to your application. You must still completely fill out the application with your relevant education and work experience. Your application may be rejected as incomplete if you include relevant information only on the resume or cover letter, or if you reference "see resume" on your application.

Please note that you can attach multiple documents to your application. Your options are:

- 1) Copy and paste one or more documents into the text resume section of your application.
- 2) Attach multiple documents/files in the attachment section.

**WORK SCHEDULE:** Normal work hours are Monday through Friday, 8:30 a.m. to 4:30 p.m.

**JOB DUTIES:**

Supervise assigned staff, including preparing staffing plans and redirecting resources to maintain optimal productivity. Recruit, select, and train staff. Evaluate staff performance and provide coaching, feedback and corrective action for performance issues. Interpret policies and procedures, resolve conflicts. Routinely review staff work procedures and work products.

Assist and support contract interpreter recruitments. Train new interpreters in office and scheduling protocol. Assist with on-boarding activities for non-judicial staff.

Monitor the effectiveness of office procedures and processes; recommend and draft changes or new procedures; coordinate implementation; update forms as needed. Monitor and evaluate system; propose changes or enhancements if needed. Assist the information technology professionals with process improvement enhancements when required.

Review complaints, investigate issues, and implement resolutions.

Provide customer services and assist with walk-in customers as needed.

Prepare and maintain timekeeping, leave and payroll information for office staff. Ensure interpreter invoicing is accurate.

Prepare data and statistical reports on interpreter use. Prepare, update and maintain forms required for operations.

Represent the office on committees or work groups that coordinate court judicial resources, create, develop and implement policies related to operations.

Perform other duties of a similar nature and level.

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

Three years' experience in office management procedures and processes, including at least two years of supervisory experience, or an equivalent combination of education and experience, is required.

Bachelor's or associate's degree in business, public administration or related field preferred. Proficiency in the Spanish language is also

preferred.

Must know how to organize people and activities, and how to simplify complex processes. Must have excellent oral and written communication skills. Must have knowledge of relevant court rules, court procedures and processes, and principles of supervision.

Skill in the use of personal computers and Microsoft Office software, including Excel, Outlook, Word, and Power Point, is required. Must be able to learn specialized software applications.

**SUPPLEMENTAL INFORMATION:**

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**UNION MEMBERSHIP:** This position is not represented by a union.

**SELECTION PROCESS:** Application materials will be screened for qualifications and the most competitive candidates will be invited for interviews.

**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.**