



## *Administrative Office of the Courts*

### **SENIOR COURT PROGRAM ANALYST**

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#### **Primary Purpose**

Manages participation of diverse stakeholder groups in development, implementation and evaluation of significant, high-impact changes to judicial programs, court processes, practices, and staffing to improve the efficiency/effectiveness and integrity of court operations as well as enhance consumer experiences and outcomes.

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#### **Distinguishing Characteristics**

This is a senior professional level job that works with minimal supervision and applies independent judgment and decision making on complex, and highly technical, major projects. May supervise/review the work of other professional staff and support staff.

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#### **Duties and Responsibilities**

- Plans, implements, monitors and evaluates court program components involving significant impact on judicial programs, including completion of complex or highly technical major projects and objectives.
- Manages inter-jurisdictional, comprehensive programs and/or complex/highly technical major projects. Designs and analyzes alternative management techniques and estimates the statewide impact of implementing proposed change(s). Completes research, assessments, and provides recommendations to a designated Manager or Executive.
- Provides information, assessment, consultation, support and recommendations to AOC, courts, associations and boards and commissions within major operational areas (i.e., personnel management, contracting, performance management, budget development, court service delivery and/or judicial system policy and procedure) to achieve consistent, efficient, and effective programs and operations.
- Analyzes and evaluates proposed legislation and its probable impact upon project and program goals; prepares briefs on proposed legislation.
- May supervise the work of other professional staff and support staff.
- Performs other duties as assigned.

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#### **Key Competencies**

##### **Agency values:**

- Integrity
- Honesty
- Accountability

- Teamwork
- Trust
- Respect
- Customer Service
- Communication

#### **Behavioral Competencies:**

- Influencing
- Problem solving
- Planning/organizing
- Consulting
- Relationship building
- Tact/diplomacy

#### **Knowledge, Skills and Abilities:**

- Ability to understand customer expectations and deliver work products meeting those expectations.
- Ability to earn the trust, respect, and confidence of coworkers and customers through consistent honesty, forthrightness and professionalism in all interactions
- Communication skills both orally and in writing
- Ability to form effective goals and achieve them through the use of objectives, timelines, action plans and solutions
- Ability to prioritize and effectively manage time in order to meet productivity standards, deadlines, and work schedules; accepts personal responsibility for the quality and timeliness of work
- Analysis, evaluation, and efficient development of recommendations and options
- Ability to multi-task and effectively work on multiple projects simultaneously
- Knowledge and understanding of the interaction and mission of interested groups, boards, committees & judicial staff regarding services/support provided by AOC
- Knowledge and understanding of the justice system with specific focus on the Washington State court system; laws, procedures, and practices within appellate courts and courts of limited and general jurisdiction; trends in court administration

#### **Qualifications and Credentials\***

- A Bachelor's degree in court administration, public administration, political science, business administration or closely allied field, **AND**
- Five (5) years of responsible experience in court administration and/or program development, including one (1) year in a supervisory or lead role and/or managing/directing groups or teams.

\*Certain positions may require a law degree in addition to the qualifications above.

Relevant experience may substitute for the required education.

#### **SALARY RANGE: 64**

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

01/2018: Salary Revision; 10/2014: Updated; 03/2010: Revised Qualifications; 01/2010: Revised Scope, Activities and Competencies; 04/2006: New JD Format; 06/2005: Revised Include Core Competencies; 02/2005: Revised Salary Range; 09/1998: Revised Title/Duties/Range; 02/1994: Revised