

DIRECTOR OF OPERATIONS

DEFINITION

Under general direction, the Director of Operations plans, organizes, coordinates, controls and directs the activities of multiple programs, functions or divisions/units of the Court; provides high-level technical, policy and program expertise to the executive/management/supervisory staff; and provides direct support to the Court to meet its organizational goals and objectives. Responsibilities also include program and budget development/monitoring; establishing and evaluating business processes, policies and procedures; resolving operational and administrative issues; and representing the Court with outside agencies. This position is designated as “at-will” and, as such, the incumbent serves at the pleasure of the Court Executive Officer.

DISTINGUISHING CHARACTERISTICS

This is a senior management level position responsible for providing oversight and direct supervision to employees within multiple work divisions/units and/or assumes substantive and significant programmatic responsibility in a defined area or specialty. The incumbent receives limited direction and must exercise considerable discretion while demonstrating the highest level of integrity to independently complete assignments and duties. Errors in work or judgment could result in inefficient operations, poor community relations and possible litigation against the Court. This position has full managerial responsibility, directly and through subordinate supervisors/managers, or other Court employees.

The Director of Operations classification is distinguished from the Operations Supervisor classification in that the latter performs the full scope of first level supervisory responsibilities for staff in the performance of their duties in an assigned area(s).

This Director of Operations classification may report to the Court Executive Officer, Assistant Court Executive Officer or designee and is distinguished from the higher-level classes in that the latter have executive level responsibilities and authority.

ESSENTIAL FUNCTIONS AND DUTIES

The Court reserves the right to assign or reassign duties as required to achieve business and operational objectives. When assigned, all of the essential functions and duties listed below must be accomplished effectively, are standard, and may not be inclusive of all functions and duties that may be assigned. Essential functions and duties may include, but are not limited to those listed below.

- Manages, plans, organizes, coordinates, controls and directs the operational and administrative activities of assigned areas(s) directly and/or through subordinate staff.
- Provides technical court-related expertise and assistance to internal and external customers; responds to complex and difficult questions, concerns and issues; and participates in the resolution of internal and justice system-related issues/concerns with affected parties.
- Ensures workflow, cross-training and staffing is in line with the business needs of assigned areas to support the continuity of service provisions to the public and efficient operations.
- Performs managerial duties including: recruitment; training development and delivery; prepares performance evaluations and provides performance coaching and management; scheduling, assigning and review of work; processing requests for leave; timekeeping; takes or recommends corrective and/or disciplinary action to address performance deficiencies in accordance with Court Personnel Policies and Procedures and labor contract agreements; and provides opportunities for professional development of staff.
- Maintains professional knowledge in applicable areas and keeps abreast of changes in job-related rules, statutes, laws and new business trends; reads and interprets codes, policies and procedures and professional literature; attends training, workshops and seminars as appropriate;

provides customer service and support; makes recommendations to modify business processes, policies and procedures; implements changes to business processes, policies and procedures, as appropriate or approved; and communicates updates and information to staff.

- Provides case management system oversight as it relates to identifying the need for system modifications and enhancements to assure Court and customer needs and requirements are met; participates in the development, implementation, testing and maintenance of automation efforts; develops and recommends modifications to case management system policies, procedures and standards; reads and interprets legislation and works with information technology staff to update the case management system to reflect current legislation and Court process; and provides technical training to staff on the use of applications within the case management system.
- Provides technical expertise, information and assistance to executive management regarding assigned functions; assists in the formulation and development of policies, procedures and programs; and implements strategic initiatives of the Court.
- Works closely with the Court Executive Officer, Assistant Executive Officer and internal/external stakeholders to implement administrative and operational programs, policies and procedures for the Court; and directs the development and implementation of organizational policies, procedures and goals for the Court.
- Participates in budget preparation and administration; prepares cost estimates for budget recommendations; submits justifications for assigned areas; and monitors and controls expenditures.
- Oversees, prepares, composes or completes the creation of various forms, narrative and statistical reports, correspondence, agenda items, statistical data, spreadsheets, surveys, procedures or other documents; and maintains files and records.
- Maintains positive environment within the Court setting using principles of good customer service.
- Establishes and practices constant and effective communication with staff from assigned areas, management and judicial officers.
- Provides subject matter expertise and information to staff, the public and other agencies; and investigates and resolves complaints.
- Communicates clearly, concisely and effectively orally and in writing; exercises tact, objectivity, discretion, courtesy and sound judgement in handling highly complex/sensitive issues and situations with a variety of people from diverse, socio-economic and cultural backgrounds.
- Establishes and maintains effective working relationships with judicial officers, other staff, members of the public and others encountered during work.
- Serves as a Court representative with law enforcement agencies, attorneys, other County and State departments and the public.
- Attends and conducts meetings and participates on assigned committees.
- Travels between Court facilities as necessary to carry-out duties.
- Performs back-up coverage for other staff.
- Performs other duties as assigned.

EMPLOYMENT STANDARDS

Minimum Qualifications

To qualify for this classification, an individual must possess any combination of experience and education that would likely produce the required knowledge and abilities. A desirable combination is:

Education: Bachelor's degree from an accredited college or university with major coursework in public or business administration, judicial administration, criminal justice or related field or graduation from the Court Management or Executive Management Program of the National Center for State Court's Institute for Court Management.

AND

Experience: Five (5) years increasingly responsible operations or administrative experience which includes two (2) years of supervisory/management experience.

Substitution: Additional qualifying experience may substitute for college education on a year-for-year basis. Education may not substitute for supervisory/management experience.

OR

Any combination of relevant experience and/or education that would demonstrate the individual possesses the necessary knowledge, skills and abilities as determined by the Court Executive Officer.

Desirable Qualifications

Experience with a public agency or court.

Knowledge and Abilities

Knowledge of:

- Operation and management of Court programs, functions or divisions/units including administrative support of judicial officers and facility management.
- Principles, practices and methods of workforce management and supervision including leadership, motivation, team building and conflict resolution.
- Communication techniques for gathering, evaluating and transmitting information and directing group discussion.
- Superior court functions, characteristics, services and activities.
- State and federal agencies and offices involved in court-related activities.
- Statutes relating to court legal processes and procedures, including but not limited to: the California Rules of Court; Code of Civil Procedure; Penal Code; Welfare and Institutions Code; Vehicle Code; and other statutes relating to court processes and procedures.
- Principles of management and analysis and organizational design necessary to analyze, recommend and implement change.
- Modern office methods and technology including the use of a personal computer and related software such as word processing, spreadsheets, databases, case management systems and scheduling programs.
- Public and program funding, budgetary preparation, cost analysis and fiscal management.
- Principles and practices of policy and/or procedure development and implementation.
- Principles and practices of research and analysis, including basic mathematics and statistical development and reporting.
- Legal terminology.
- Correct English use, punctuation, spelling and grammar.

Ability to:

- Manage and administer multiple programs, functions or divisions/units of the Court.
- Lead change by continual learning, flexibility and strategic thinking.
- Lead people by conflict management, integrity/honesty and team building.
- Drive results by accountability, decisiveness and problem solving.
- Build coalitions by effective oral communication, political savvy and written communication.

- Analyze complex technical and administrative problems, evaluate alternatives, project consequences of proposed actions and adopt effective courses of action.
- Research, analyze and evaluate new service delivery methods and techniques.
- Supervise and evaluate the work of staff through subordinate managers or supervisors.
- Communicate clearly, concisely and accurately, both orally and in writing.
- Use strong interpersonal skills to establish and maintain effective working relationships with all levels of Court staff, elected and appointive bodies and members of the general public.
- Administer projects, as part of a team or as project lead, within the project scope, time constraints and resource constraints to achieve the desired objective.
- Use work-related computer applications such as e-mail, word processing, spreadsheets and/or the internet.
- Maintain confidentiality of information and exercise discretion and independent judgment.
- Work under the pressure of deadlines, conflicting demands and emergencies.
- Understand, follow and give written and oral instructions.
- Complete all duties as assigned timely and accurately.
- Use tact and diplomacy when dealing with sensitive, complex and/or confidential issues and situations.
- Demonstrate business acumen/subject matter expertise as acquired through formal training and education or extensive on the job experience.

Other Requirements

- Possession of a valid driver's license may be required depending on the position or the ability to provide alternate methods of transportation that meets job requirements.
- Candidates are required to pass a fingerprint clearance by the Federal Bureau of Investigation (FBI) and Department of Justice (DOJ). Convictions, depending on the type, number and date, may be disqualifying.
- All Court employees must take the Oath of Allegiance.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment characteristics described here are representative of those that must be met by an incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Requirements: Strength, dexterity, coordination and vision to use a keyboard and monitor; hearing to communicate with the public and Court staff; ability to sit for extended periods of time; walk or otherwise move within the Court facilities; reach with hands and arms; vision to read and write material; sufficient strength to lift, carry, push or pull materials weighing up to 25 pounds; lifting position may be from floor to waist, and/or from the waist to an overhead position; to stoop, kneel, squat and crouch to pick-up or move objects, office equipment and records; speak clearly on the telephone and before groups.

Working Environment: Work is performed in an office environment with little exposure to outside temperatures or dirt and dust. The incumbent's working conditions are typically quiet, but may be loud at times at some locations. The noise level and traffic level in the work environment are similar to a busy office.

Normal business hours are 8:00 a.m. to 5:00 p.m., Monday through Friday. Work outside of these hours may be necessary in certain circumstances. This position is exempt from the provisions of the Fair Labor Standards Act and is not eligible for over-time.

NOTE: The statements herein are intended to describe the general nature and level of work being performed by individuals assigned to this job classification and are not construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

Job Title	Director of Operations
Classification Status	UM
Representation Unit	None
FLSA Status	Exempt
Established	06/2021
Revised	N/A
Previous Title	N/A

General sign-off: I understand that I am expected to adhere to all Court policies and procedures. I have read and understand the explanation and description of this job classification. By signing below, I am declaring that I am able to meet the employment standards and perform the essential functions and duties of this classification with or without accommodation.

Signature _____

Date _____