

CITY OF TUALATIN

Classification Description

Job Title: Court Administrator
Department: Finance
Reports To: Finance Director
FLSA Status: Non Exempt

SUMMARY: Organizes, implements and manages the City's municipal court program in an effective and efficient manner. Supervises Court Clerks. Administers all court proceedings and docketing, coordinates court matters with the Judge, Prosecutor, defendants, defense counsel, police personnel and witnesses. Ensures compliance with all regulations. Handles confidential matters with discretion. Excellence in customer service.

To a great extent, work is governed by State Statutes, laws and ordinances.

ESSENTIAL DUTIES & RESPONSIBILITIES include the following; other duties may be assigned.

Manages all court cases from inception to final disposition. Performs highly accurate filing and file maintenance of upcoming trial documents; prepares court documents and files; processes requests, motions, extensions, resets and changes of plea through close contact interaction with local trial defense attorneys, defendants, or the City Attorney. Maintains the court docket; acts as court clerk and assists Municipal Judge with court sessions.

Maintains the Court software tables, forms and other set ups; identifies and resolves errors in software processes; maximizes use of software tools to improve court management and efficiency. Provide lead role in development and implementation of enhancements and improvements to the system.

Provide skilled clerical work, processing court transactions with a high degree of public contact. Prepares accurate and timely reports. Acts as a notary public. Tactfully answers a variety of questions about court transactions.

Documents court policies and procedures; keeps them up to date to accommodate changing rules, regulations, situations and process improvements.

Maintains court records in accordance with statutes, regulations and policies.

Assists in the preparation of, and administers and monitors the court budget. Provides explanation for variances.

Accepts, accounts for, and deposits cash receipts; processes refunds as appropriate. Administers collection efforts. Establishes and monitors payment plan agreements. Sends accounts to collections as appropriate. Authorizes payments to contractors and consultants.

Attends trainings, workshops and conferences and reviews publications to keep abreast of changes in statutes and regulations to ensure compliance with all legal requirements applicable to municipal courts.

Exhibit leadership to staff, work teams and fellow employees. Provides direction and set standards for excellence in internal and external customer service. Promotes professional and courteous behavior with a creative approach to problem resolution that creates a positive experience for the customer. Ability to deal

with emotional and difficult people in a professional and tactful manner. Maintains cooperative working relationship with City staff, outside professionals and agencies, and the general public.

Ability to plan and organize own work schedule and job tasks. Works efficiently and effectively in fast-paced environment which includes changing priorities and frequent interruptions.

Drives to job sites, city facilities, vendors, training programs, and meetings as necessary.

Follows safety rules and procedures.

SUPERVISORY RESPONSIBILITIES: Directly supervises Court Clerks. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; counseling, motivating and disciplining employees; addressing complaints and resolving problems.

EDUCATION and/or EXPERIENCE: Advanced knowledge of municipal court operations. Advanced knowledge of office procedures and methods, work processing software, business English, etc. Extensive experience with court software, preferably Caselle or Full Court. High School diploma and/or equivalent supplemented by specialized training and three years experience related to assigned duties, or an equivalent combination of education and experience enabling the incumbent to perform the essential functions of the position.

SPECIAL SKILLS/ABILITIES: Ability to establish and maintain effective working relationships with employees, contractors, other agencies, public officials and the general public. Ability to occasionally deal with upset or difficult individuals. Ability to work evenings. Working knowledge of Microsoft Word, Excel, and other similar software programs. Knowledge of Spanish is an asset.

COMPETENCIES: To perform the job successfully, an individual should demonstrate the following competencies:

Adaptability - Adapts to changes in the work environment; Manages competing demands; Able to deal with frequent change or unexpected events; Changes approach or method to best fit the situation.

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

Attendance & Punctuality – Consistently at work and on time; Arrives at meetings and appointments on time.

Change Management - Develops workable implementation plans; Communicates change effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

Cost Consciousness - Works within the approved budget; Conserves organizational resources; Develops and implements cost saving measures.

Crisis Management – Able to maintain calm in non-standard situations; Recognizes what is most suitable in a given situation; Exhibits decisiveness and responsibility; Knows when to consult and involve others.

Customer Service - Manages difficult or emotional customer situations; Understands and applies the principles of quality customer service; Responds promptly to customer needs and to requests for service and assistance; Solicits customer feedback to improve service.

Delegation - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.

Dependability - Follows instructions and responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

Diversity - Shows respect and sensitivity for cultural differences; Promotes and supports a harassment-free environment.

Ethics - Treats people with respect; Inspires the trust of others; Works ethically and with integrity; Upholds organizational values.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

Interpersonal Skills – Focuses on cooperatively resolving conflict; Maintains confidentiality; Actively listens to others without interrupting; Conveys a positive image of the City and its services; Keeps emotions under control; Remains open to others; ideas and tries new things.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others

Managing People - Includes staff in planning, decision making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal & external); Fosters quality focus in others; Improves processes and services; Continually works to improve supervisory skills.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Oral Communication - Speaks clearly and persuasively; Listens and gets clarification; Responds well to questions; Participates in meetings; Demonstrates group presentation skills.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Planning & Organizing – Prioritizes and plans work activities; Uses time resources efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Uses reason even when dealing with emotional topics; Works well in group problem solving situations.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of status or position; Inspires respect and trust; Accepts responsibility for own actions; Follows through on commitments.

Project Management – Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project activities.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness; Applies feedback to improve performance; Monitors own work to ensure quality.

Safety and Security - Observes, and ensures others observe, safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses, and ensures other staff use, equipment and materials properly.

Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths and weaknesses; Identifies external threats and opportunities; Adapts strategy to changing conditions.

Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Considerable knowledge of the principles, practices and techniques of court administration.
Possession of additional specialized knowledge, skills and abilities pertinent to the assignment.
Considerable knowledge of the principles, practices and equipment of modern functions, policies

and procedures of the department to which assigned as to how these relate to the City organization as a whole, or the ability to acquire such knowledge.

Ability to assemble, organize and present statistical, financial and factual information derived from a variety of original and secondary sources. Ability to provide effective leadership and coordination in developing solutions and recommending new techniques. Ability to establish and maintain effective working relationships with employees, officials and the general public. Ability to exercise resourcefulness, tact and perspective in developing solutions and recommending new techniques.

CERTIFICATES, LICENSES, REGISTRATIONS: Possession of, or the ability to secure possession of, a valid Oregon driver's license. Possession of or ability to obtain within three months, LEADS certification.

PHYSICAL DEMANDS AND WORK ENVIRONMENT: The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is frequently required to sit and use hands to finger, handle, or feel. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee must occasionally lift and/or move up to 25 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. The noise level in the work environment is usually moderate. Duties of this position will be performed in an indoor environment with a moderate noise level. While performing the duties of this position an employee may be subject to frequent interruptions and deal with upset individuals.