

**Idaho Judicial Branch
Position Description**

Position Title:	Court Operations Specialist I,II, Sr.
Effective Date:	November 2017
Salary Grade/Range:	Grade 14/\$43,878 - \$65,920 (I/II) Grade 15/\$49,852 - \$71,585 (Sr.)
FLSA Status:	Non-Exempt
EEO Category:	Paraprofessional

General Summary:

The Court Operations Specialist I is responsible for documenting court business practices, assisting customers and Court Information Division staff with questions regarding court business practices, and providing training to district and county court personnel, judges, court clerks and others working in association with the judiciary throughout the state. This positions work under the supervision of the Court Policy and Operations Manager in the Court Management Division.

Distinguishing Features of the Class:

In addition to performing the responsibilities of a Court Operations Specialist I, the Court Operations Specialist II is responsible for leading the development and implementation of court business practices, leading investigations into problem solving and continuous improvement opportunities, promptly resolving the highest priority issues.

In addition to performing the responsibilities of a Court Operations Specialist I/II, the Sr. Court Operations Specialist is responsible for establishing work priorities and performance standards for statewide clerk business processes, prioritizing and determining resolutions to problems and continuous improvement opportunities; leading change management initiatives, collaborating with other departments to schedule clerk support on projects and at training events.

Major Duties and Responsibilities: (The examples provided do not cover all of the duties which the incumbent in this position may be required to perform.)

- Works closely with court management staff to organize and document business practices for the Idaho Courts;
- Assists with developing and organizing a resource library of business practices;
- Assists with coordinating business practices and case processing within the statewide case management and other systems supporting the work of the Idaho judiciary;
- Creates and maintains help documents to be incorporated into court information systems;
- Serves as a resource to court personnel regarding court operations and business practices;
- Provides support to customers via telephone, e-mail, and in person to resolve problems in a timely manner;
- Provides Tier 2+ support directly to end-users; in responding to inquiries regarding court business practices;
- Creates, edits, and contributes to the help desk knowledge base to improve user support and training;
- Assists with training needs assessments for court clerks and other court staff;
- Works with Education Department staff to develop in person and online training modules regarding court business practices;

- Assists with group training and one-one-one training for court clerks;
- Assists with the design and evaluation of forms and reports;
- Monitors and documents customer issues and reports possible improvements in processes or systems;
- Performs other duties as assigned.

Court Operations Specialist II

- The Court Operations Specialist II performs all the duties of the Court Operations Specialist I;
- Works closely with other departments to organize and document business practices for the Idaho Courts;
- Creates help document style guides for use in and outside of court information systems;
- Serves as a fill-in clerk resources as approved to support clerk resource gaps in Idaho counties;
- Serves as a resource to district court personnel, providing onsite problem-solving and technical assistance for issues and challenges in court operations.
- Provides Tier 2+ in responding to inquiries regarding court business practices and leads development of response content for questions;
- Conducts group training and one-one-one training for court clerks, other district court personnel, judges, and others;
- Identifies themes for system changes, continuous improvements, and education and training requirements;

Sr. Court Operations Specialist

- The Senior Court Operations Specialist performs all the duties of the Court Operations Specialist I/II;
- Works closely with state, district, and county court staff to align on statewide business practices for the Idaho Courts;
- Serves as the primary court operations contact for the Idaho courts;
- Develops content and organizational standards for statewide business process libraries;
- Provides supervision to personnel as assigned in a lead responsibility;
- In conjunction with Information Division, manages scripts and other material to ensure complete, accurate, and consistent support responses to Idaho court personnel;
- Leads group training and one-one-one training for court clerks, other district court personnel, judges, and others;
- Develops or approves resolutions to priority escalations and on-going problems;

Minimum Qualifications:

Education and Experience:

- High school diploma or equivalent;
- A minimum of three years of experience as a court clerk or related position;
- Must have strong written and verbal communication skills.

Clerk Operations Specialist II

- A minimum of five years of experience as a court clerk or related position;
- Previous experience in a lead or supervisory capacity or additional years of service demonstrating increasing levels of responsibility;
- Experience involving work across several of the following areas: content development, business process analysis, and project management preferred;
- Bachelor's degree in a related field preferred;

- Must have strong written and verbal communication skills.

Sr. Clerk Operations Specialist

- A minimum of seven years of experience as a court clerk or related position;
- Previous experience in a lead or supervisory capacity required;
- Previous experience involving work across several of the following areas: content development, business process analysis, major computer system implementations, change management, and project management required;
- Bachelor's degree in a related field preferred;
- Must have strong written and verbal communication skills.

Knowledge, Skills, and Abilities:

- Knowledge of court operations and processes;
- Knowledge of legal terminology and forms;
- Knowledge of case processing including appellate, district, and magistrate case processing;
- Knowledge of court information systems;
- Knowledge of MS Office software including Outlook, Word, Excel, and Publisher;
- Skill in analyzing and documenting work processes;
- Ability to analyze problems and provide effective solutions;
- Ability to communicate complex information in an understandable manner;
- Ability to make presentations and conduct training with groups of individuals;
- Ability to develop professional, clear and concise documentation and training modules;
- Ability to work cooperatively with other divisions, agencies, and customers throughout the state;
- Ability to work independently through task organization, prioritization, and management, and the ability to manage time to meet deadlines;
- Experience in or ability to learn document and publication development and formatting;
- Ability to document requirements to support configuration of systems in alignment with court policies, processes, and operational goals;
- Ability to develop and maintain professional and productive working relationships;
- Ability to travel throughout the state.

Court Operations Specialist II

- Extensive knowledge of court operations and processes;
- Ability to lead projects, including agenda setting and meeting facilitation;
- Ability to lead change management initiatives;
- Ability to support the work of workgroups and committees;
- Ability to frame policy questions, conduct research and develop recommendations, and present information to policy- and decision-makers;

Sr. Court Operations Specialist

- Skill in leading programs, including agenda setting, meeting facilitation, and cross-functional team leadership;
- Ability to identify needed change management requirements, and develop and lead initiatives to progress both the "what" and the "how" of internal and external partnerships;
- If appointed, the ability to serve on the Change Management Board, ensuring decisions made support approved strategies, objectives, policies, and operations.

The Judicial Branch reserves the right to consider an equivalent combination of education, training, and/or experience in determining whether an applicant is capable of performing the assigned duties and fulfilling the assigned responsibilities of this position.

Special Note:

This is a two year temporary position, fulltime with benefits, from August 15, 2017 thru August 15, 2019.

Application Instructions:

If interested in being considered for this position, please complete the employment application and submit it, along with your cover letter and résumé to hr@idcourts.net or to the Human Resources Office, P.O. Box 83720, Boise, ID 83720-0101 **by 5:00 p.m. MST., Tuesday, November 21th, 2017.**

The Idaho Judicial Branch is an equal opportunity employer. Hiring is done without regard to race, color, national origin, sex, age, religion, socioeconomic status, sexual orientation, gender identity, disability, or any other applicable legally protected status. In addition, preference may be given to veterans who qualify under state and federal laws and regulations. If you need special accommodation for applying or interviewing, please notify Human Resources.