

**Idaho Judicial Branch
Position Description**

Position Title: Senior Court Operations Manager
Effective Date: July 2022
Salary/Range: Grade 17/\$72,533 – \$103,535
FLSA Status: Exempt – Administrative
EEO Job Category: Professional

General Position Summary:

Idaho has a unified and integrated judicial system which is administered and supervised by the Idaho Supreme Court. The Administrative Office of the Courts provides support to all of Idaho's courts in effectuating policies and procedures adopted by the Supreme Court. The work includes the development and management of statewide court procedures, forms, and tools utilized for case management and processing. The Senior Court Operations Manager is responsible for overseeing and managing the work of the court operations team. The incumbent oversees work in the following areas: aligning standardized court operations and services with Idaho statutes and court rules, court process development, forms management, and support services to clerks statewide. This position works under the general direction of the Director of the Court Management Division.

How We Work:

The Administrative Office of the Courts is committed to supporting the mission of the Idaho Courts through the use of an agile approach that aligns strategy, work, and capacity. This approach empowers our employees to respond quickly and efficiently to meet the needs of our customers: citizens, courts, judges, employees, and other stakeholders. We believe in continual improvement of our services and products to better serve and support our customers and the evolving environment. Employees are future-focused, take initiative, and are personally responsible for work delivery and professional growth. Our leaders are committed to professional development and growth of employees by empowering and supporting motivated individuals; providing clarity and focus for projects; giving those individuals the environment and support they need; and fostering a culture of collaboration, transparency, learning, trust and shared accountability.

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

- Oversees and directs the work of the court operations team which focuses on development and implementation of court rules and standardized court processes, providing support for judges and statewide court staff, and configuration and management of the official case management system;
- Supervises staff, participates in hiring processes, reviews work, and conducts performance evaluation;
- Participates in division and office-wide strategic planning, development of budget recommendations and allocations, and setting goals and objectives;
- Identifies and analyzes system problems, determines and recommends courses of action, and oversees the implementation of solutions;
- Identifies and interfaces with internal and external stakeholders, coordinating activities on behalf of the Court Management Division;
- Conducts analysis and provides recommendation regarding existing and proposed court practices and operations to ensure compliance with Idaho statutes and court rules;
- Develops recommendations regarding improvements and efficiencies to court policies and process;
- Assesses process change needs and requests, identifying the legal implication and operational impact of those changes;
- Captures, analyzes, and documents court process changes as a result of rule and statute changes as well as supporting the communication and delivery of changes with relevant stakeholders;

- Supports the work of standing or ad hoc committees appointed by the Court;
- Coordinates with the education team to ensure judges and court personnel have appropriate training and resources available regarding existing and changed court processes;
- Manages the review, testing, and updating of court forms and related processes documents;
- Manages the development and ongoing maintenance of mandatory and non-mandatory court forms;
- Develops and recommends policies and procedures to improve efficiency, cost-effectiveness, and/or improve internal and external customer service;
- Oversees the maintenance of online manuals and updates resource materials;
- Works collaboratively with the Information Division regarding development and implementation of court rules within the statewide case management system, as well as other court applications;
- Provides recommendations and guidance regarding organizational change management;
- Serves as a statewide resource regarding court operational issues and concerns;
- Performs other duties as assigned.

Minimum Qualifications:

Education and Experience:

- Member of the Idaho State Bar Association within one year of hiring;
- A minimum of five years of work experience applying Idaho rules of court procedure;
- A minimum of two years of supervisory experience;
- A minimum of two years analyzing data, policy, and business processes;
- Experience working with data or case management systems preferred;
- Experience working in Idaho court administration preferred.

Knowledge, Skills, and Abilities of Value:

- Knowledge of judicial systems, including court processes, administration, rules and procedures;
- Knowledge of state statutes and ability to interpret and apply them to court processes;
- Knowledge of court operations and court systems;
- Knowledge of effective management principles and practices;
- Knowledge of analysis practices and procedures, as well as process improvement methodology;
- Knowledge of court case management or similar electronic transaction-based systems;
- Knowledge of application software including presentation, spreadsheet, flow charting, project management, and word processing;
- Knowledge of supervisory practices and procedures;
- Knowledge of customer service principles and practices;
- Knowledge of agility project management concepts such as critical path development, resource allocation, and Work Breakdown Structure project plan development;
- Skill in organizing complex activities and coordinating with others to accomplish goals;
- Skill in coping with potentially stressful situations and making independent decisions;
- Skill in working and communicating with others to provide consultation and problem resolution;
- Skill in establishing and maintaining an effective, cooperative and collaborative work environment;
- Skill in evaluating and redesigning large scale court processes;
- Ability to negotiate and develop consensus among competing stakeholders;
- Ability to recommend budget and monitor expenditures;
- Ability to establish and maintain effective working relationships;
- Ability to manage multiple projects simultaneously while maintaining quality and meeting customer expectations;
- Ability to communicate at all levels with clarity and precision, both verbally and in writing;
- Ability to gather and analyze facts, draw conclusions, define problems, and suggest solutions;
- Ability to travel in and out of state in support of projects.

The judicial branch reserves the right to consider and 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 the position.

The Idaho Judiciary 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.

Updated: 3/2020 SG; 5/2021 SG