

**UNIFIED JUDICIAL SYSTEM
POSITION DESCRIPTION**

COURT OPERATIONS SPECIALIST

CLASS CODE: 99-31-06

POSITION PURPOSE

Provides ongoing training and support to clerks of court, court services officers, and circuit court administrative staff in use of Case Management Systems' (CMS) functions that are applicable to their work by gaining expertise in circuits' procedures and systems' capabilities to ensure training is developed according to needs and systems' capacities, questions are answered correctly, and computer problems are identified and resolved effectively.

DISTINGUISHING FEATURE

This position ensures circuit staff is properly trained in the use of current systems that apply to their business procedures to enable them to perform their work effectively and efficiently; and is a specialized resource in each circuit's procedures to which they can reach out with questions and problems.

MAJOR RESPONSIBILITIES

Note: The duties listed are typical examples of work performed by positions in this job classification. Not all duties are included, nor is the list exclusive.

1. Develops and updates training plans as case management systems change to keep clerks of court, court services officers, and circuit administrative staff up to date on operational procedures that affect their work.
 - a. Tests new procedures and writes documentation to be sent to users.
 - b. Trains users in new operating systems' procedures as they convert from existing ones.
 - c. Trains new users in existing operating systems' procedures where circuits have not converted to new systems.
 - d. Creates and maintains user manuals and on-line help features for all users.
 - e. Advocates for system conversions by explaining benefits knowledgeably and patiently.
 - f. Establishes training schedules to accommodate users' time and needs.
 - g. Adapts classroom training to the abilities of users in attendance, and enlists assistance for one-on-one training.
 - h. Adds information into custom help screens in case management systems to provide procedures on each screen and tab.
2. Provides daily assistance to users on systems-related procedural issues to help them identify problems and create appropriate solutions.
 - a. Responds to user queries by telephone or email to ask questions and determine causes of problems.
 - b. Accesses users' computers remotely to work through problems, identify sources, and make corrections.
 - c. Refers users to appropriate resources and manuals.

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- d. Initiates work orders to relay problems to technicians when necessary.
 - e. Assists with HELP desk as backup as new case management systems are deployed and during high call volume.
3. Assists Business Analysts and others on the Case Management Systems (CMS) team to support efficiency in court operations.
- a. Assists with documentation of business requirements for case management systems.
 - b. Performs user testing for case management systems under development, coordinates user testing efforts with appropriate staff, and documents tests results.
 - c. Assists with designing and preparing custom forms and reports.
4. Performs other work as assigned.

SUPERVISORY FUNCTIONS

This position does not supervise; but develops and implements training plans and schedules, and develops and maintains training manuals and resources.

ESSENTIAL FUNCTIONS REQUIRE

Sitting and standing (8 hours at a time when training) for extended periods of time, and lifting and moving 20+ pounds of paper and training materials; driving in all weather conditions; considerable travel for training and meetings; and proficiency in the use of office equipment such as computers, telephones (sometimes significant amounts of time), copiers, etc., as well as operating computer software and hardware. The incumbent is also required to work effectively with coworkers and the public; manage stress appropriately; meet deadlines; provide appropriate presentations and training; and communicate (verbally and in writing) complex technical concepts and ideas to non-technical individuals.

PROBLEMS AND CHALLENGES

Challenges include understanding business processes used by systems' users to manage court caseloads and how data is entered into systems to track those processes. This is challenging because there are numerous processes; circuits may use processes and enter data into systems differently from each other; and incumbents must have an in-depth knowledge of processes and data systems in order to provide training to those who use them. Further challenged to develop and implement training classes that are effective for all users; and to assist users in accepting and understanding benefits of changes in resources that affect their work.

Problems encountered include resolving users' procedural problems by asking them the right questions to determine the causes of problems and developing applicable solutions; adapting training schedules to accommodate users' availability; and dealing with negativity resulting from changes to procedures and systems.

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DECISION-MAKING AUTHORITY

Decisions include assisting Business Analysts and users to identify and define CMS issues, processes, and change opportunities; testing and validating whether CMS functionality meets users' needs; and recommendations for training classes and schedules.

Decisions referred include responses to questions outside assigned professional tasks, questions regarding interpretation of rules and statutes, responses to inquiries regarding administrative or legal research, and policy issues that affect case management systems.

CONTACT WITH OTHERS and PURPOSE

Daily contact with coworkers, clerks and deputy clerks, Judges, court reporters, and court services officers regarding training classes and schedules; and routine contact with business analysts, help desk staff, accounting staff, clerks and deputy clerks, Judges, court services officers, sheriff's offices, states attorneys, police departments, and state departments regarding procedural and systems questions.

WORKING CONDITIONS

The incumbent works in a typical office environment. In-state travel is required to provide training; and some lifting is required to transport training materials.

COMPETENCIES/QUALIFICATIONS FOR APPOINTMENT

Knowledge, Skills and Abilities:

Knowledge of:

- processes and daily operations in clerks of courts offices and courts services offices in the UJS;
- rules and policies regarding judicial procedures;
- current computer environments employed by UJS;
- teaching.

Skill in:

- customer service;
- public speaking.

Ability to:

- work as a team member;
- follow and apply rules and instructions;
- prioritize work and adapt to changing priorities.
- learn new information quickly;
- instruct others with confidence.

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Education:

High school or GED equivalent; bachelor's degree preferred.

Experience:

Three (3) years of work experience in a clerk of courts or court services office; or an equivalent combination of related education and experience.