

**UNIFIED JUDICIAL SYSTEM
POSITION DESCRIPTION**

DIRECTOR OF CLERK SUPPORT

CLASS CODE: 99-51-45

POSITION PURPOSE

Provides timely, accurate, consistent, and reliable leadership, advice, information, and analysis in support of the Unified Judicial System (UJS) employees and programs while increasing the public's trust and confidence in the UJS through proactive clerk of court and court improvement program operations.

DISTINGUISHING FEATURE

This position provides policy and procedure direction, support, and oversight for the division including clerks of court, pro se, and court improvement programs and operations to ensure goals and objectives are met.

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. Oversees the development, guidance, and implementation of policies and procedures of statewide clerk of court and pro se operations to ensure program success, uniformity, integrity, and quality control.
 - a. Provides leadership and ensures uniformity of operations in South Dakota for clerk and court improvement program operations.
 - b. Recommends policy changes to the Chief Justice, Presiding Judges Council, and State Court Administrator.
 - c. Reviews legislation for statewide impact and recommends implementation plans regarding passed legislation impacting clerk of court operations.
 - d. Recommends training development specific to practices.
 - e. Represents the UJS by serving on external and UJS statewide Councils and Committees.
 - f. Provides policy and program interpretation and guidance.
2. Oversees the implementation of court support operations to ensure statewide uniformity and effective business processes.
 - a. Promotes the philosophy and concepts that serve as the foundation for court support operations.
 - b. Assists in developing the plan for statewide changes and revisions to clerk of court operations.
 - c. Provides guidance and assistance in the implementation of and maintenance to circuits.
 - d. Plans or assists in strategic development planning for circuit operations.

DIRECTOR OF CLERK SUPPORT

3. Oversees the management of the Court Improvement Program to ensure proper administration and compliance with grant goals and objectives.
4. Participates in various committees, meetings, and legislative activities to share information and carry out division and UJS goals and objectives.
5. Performs other work as assigned.

SUPERVISORY FUNCTIONS

This position supervises staff who are responsible for researching, developing, implementing, and ensuring uniformity in circuit clerks' functions; pro se process and form development and implementation; Court Improvement Program oversight and compliance; and record searches.

ESSENTIAL FUNCTIONS REQUIRE

In-state and out-of-state travel is required for meetings and training; attendance in accordance with rules and policies; sitting for extended periods of time; and operating office machines such as a computer, telephone, copier, etc. The incumbent is also required to work effectively with coworkers, stakeholders, and the public; manage stress with a calm demeanor; meet deadlines and objectives; demonstrate initiative and motivation; and communicate (verbally and in writing) complex ideas, rules, policies, and procedures.

PROBLEMS AND CHALLENGES

Challenges include ensuring all programs' rules, policies, and procedures are followed and in a uniform manner to maintain program integrity; organizing workload to accomplish the multitude of tasks associated with this position; staying abreast of trends in areas that are overseen by this position; effectively communicating continual program changes to staff; identifying procedural errors, investigating cause, and providing a solution to ensure problems do not reoccur and are fixed in a timely manner; maintaining program focus on the big picture; keeping program stakeholders engaged and passionate, but also patient to ensure thorough planning and program success; and investigating public complaints.

DECISION-MAKING AUTHORITY

Decisions made by the incumbent include day-to-day management of the division; interpreting and implementing existing programs rules, policies, and procedures; recommending new program initiatives to pursue and implement; recommending statewide training programs for clerks and deputy clerks.

Decisions referred include final authorization of programs' rule and policy changes by the Chief Justice, State Court Administrator, Presiding Judges, or the Supreme Court.

CONTACT WITH OTHERS and PURPOSE

The incumbent has daily contact with the Clerks and Deputy Court Clerks to provide direction, policy interpretation, information, and training in regard to their daily functions. The incumbent has frequent contact with the Deputy State Court Administrator and State Court Administrator to share information, provide statistical data, and seek authorization; and SCAO Division Directors,

DIRECTOR OF CLERK SUPPORT

Circuit Administrators, Judicial Branch Educator, state and county staff to provide information, seek clarification, and further UJS and division goals and objectives.

WORKING CONDITIONS

The incumbent works in a typical office environment. Occasional statewide travel may be required to visit circuits, staff, stakeholders, and partners to gather information, attend meetings, and provide training. In addition, out-of-state travel may be required to attend meetings and/or training.

COMPETENCIES/QUALIFICATIONS FOR APPOINTMENT

Knowledge, Skills and Abilities:

Knowledge of:

- court and judicial system;
- UJS policies, procedures, and processes;
- clerks of court services, best practices, and operations;
- budgeting fundamentals;
- supervisory and leadership techniques and tools.

Skill in:

- organizational and time management;
- project management;
- critical thinking.

Ability to:

- provide supervision, leadership, coaching, and mentoring to staff;
- manage expectations of staff and constituents;
- develop and provide public presentations and training;
- be diplomatic, self-motivated, persuasive, decisive, consistent, and assertive;
- effectively manage highly stressful situations and remain patient and calm;
- research, administer, establish, and interpret rules, policies, guidelines, and procedures;
- act as liaison with other courts, executive branch, and outside entities to build networks and consensus and foster collaborative relationships;
- communicate in a clear and concise manner both orally and in writing;
- establish credibility and integrity;
- maintain confidentiality of personnel issues and records.

Education:

Bachelor's degree in criminal justice, sociology, psychology, public administration, or a related field.

DIRECTOR OF CLERK SUPPORT

Experience:

Five (5) years of progressively responsible work experience in court administration or clerk administration, and supervising staff; or an equivalent combination of related education and experience.

Preference will be given to successful completion of the Court Executive Development Program (CEDP) through the National Center for State Courts.