

## **SUPERVISOR CALL CENTER/ DISTRICT CRIMINAL DIVISIONS**

**Overview of Position:** This position is responsible for supervising clerical and administrative personnel assigned to the department, ensuring a high level of customer service is provided to internal and external customers, and making sure the integrity of court records is maintained. Daily duties consist of assigning and reviewing work; overseeing and evaluating personnel; providing technical assistance; enforcing policies and procedures; and performing operational functions as needed. Regular tasks include monitoring the accuracy and timeliness of work processed and implementing employee training when needed. Periodic participation is required in attending department/team member meetings and management training sessions. Administrative work includes managing timesheets, completing reports, maintaining and ordering supplies, and other duties as required. Professional decorum and strong verbal communication skills are required; the ability to work with judges, judicial partners, courtroom personnel, and other members of the OCCC management team is essential. Computer literacy and keyboarding skills are a must. Interpersonal and leadership skills to motivate others and lead change/innovation are required.

### **Essential Job Functions:**

1. Manage daily business; coordinate operational workflow; and ensure responsive customer service; be accessible to employees to answer questions and resolve problems.
2. Plan and coordinate employee schedules, leave requests, and daily staff coverage; ensure the timely upkeep/submission and verification of employee timesheets.
3. Serve as a principle point of contact for questions related to department processes and communications with external agencies and judicial partners; assist employees in addressing customer questions and/or complaints.
4. Ensure the proper opening/closing of daily registers; make sure all balances and receipts are reconciled and recorded at the end of each shift.
5. Prepare administrative reports, as requested by the department's chief deputy.
6. Participate in the hiring of new employees and in conducting probationary evaluations.
7. Plan and implement department oriented staff trainings for new employees and/or those reassigned to new areas of operation; provide new team members with performance expectations and feedback.
8. Communicate changes in OCCC policies and procedures; ensure implementation of new rules and processes; conduct regularly scheduled employee meetings.
9. Frequently monitor the accuracy and timeliness of work processed/performed and employee compliance with policies and procedures; identify problems, formulate solutions, and/or develop employee performance improvement plans as needed.
10. Maintain appropriate documentation of personnel infractions and initiate disciplinary actions as needed to correct misconduct and/or violations of Kentucky Court of Justice and/or OCCC policies and procedures.
11. Address personnel related performance issues, identify solutions, and implement corrective measures.
12. Take appropriate steps to maintain a clean, organized and safe work environment.

### **Peripheral Job Functions:**

1. Perform any daily administrative/operational job function assigned and/or needed within the department.
2. Carry out any duty assignment based on OCCC business needs.

**Essential Job Skills and Qualifications:**

1. Education: Bachelor's Degree
2. Education Substitute: Associate's Degree/two (2) years job related experience or H S Diploma/4 years job related experience
3. Experience: Court experience is not required, but is an asset.
4. Required Skills:
  - a. Proficient in using KyCourts II, CourtNet, Microsoft Office Word; create and retrieve email messages; possess intermediate computer and keyboarding skills.
  - b. Capable of operating additional office equipment including copier, fax machine, printer, scanner, and telephone.
  - c. Able to operate cash register and credit/debit equipment.
  - d. Recognize and arrange numbers and letters in standard order, along with like punctuation such as decimals; possess fundamental math skills.
  - e. Display excellent organizational, problem solving, and time management skills; ability to efficiently plan, prioritize, and coordinate daily work needs and employee schedules.
  - f. Express ideas and directions clearly and concisely (oral and written); possess strong interpersonal communications skills.
  - g. Thorough knowledge of OCCC policies and procedures.
  - h. Able to use Language Line Services for interpreter needs during interaction with non-English speaking persons.
4. Physical Requirements:
  - a. Lift up to 20 lbs.
  - b. Bend, reach, stand, stoop and traverse area.
  - c. Climb ladders/steps.
  - d. Continuous sitting up to 60 minutes; periodically standing/walking up to 30 minutes.
  - e. Exercise average manual dexterity handling/processing paperwork; requires legible handwriting.
  - f. Hear normal voices/conversational tones; possess corrected vision to normal range.

The above description is meant to serve as a general summary of the required duties to be performed and minimal level of skills needed to carry out the work for this position. It is not intended to be or serve as an exhaustive list of all responsibilities for this job, is subject to modification as needed, and no way implies that these are the only duties to be performed as required by the area's supervisory team.

**Human Resources Revision Date:** July 2016

Resumes without a *KY COJ Application for Employment* will not be considered. If you have any questions, please contact: Lisa L. Dorsey, Director of Human Resources - Office-(502)595.3052 \* Fax-(502) 595.3016 \* lisad@kycourts.net

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*Division:* Jefferson County Office of Circuit Court Clerk, Call Center & District Criminal Divisions

*Job Code:* 89560V001053

*Tenured:* Yes

*Position Grade:* 10

*Entry Level Salary:* \$27,534.53 - \$36,346.34 (minimum to maximum salary range)

**\*\* A shift differential of 5% not reflective in the above-listed entry level salary is compensated for 2<sup>nd</sup> and 3<sup>rd</sup> shifts**