

ASSISTANT SUPERVISOR DISTRICT CRIMINAL DIVISION

Overview of Position: This position reports directly to the department supervisor and provides support to the supervisor in ensuring a high level of customer service is provided to internal and external customers. In some cases, this position may be responsible for managing a smaller work unit within the OCCC and charged with carrying out all the duties of a supervisor. 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. 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 communication skills is required; the ability to work with judges, judicial partners and courtroom personnel, and other members of the OCCC management team are 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. Provide direction to employees; coordinate operational workflow; and ensure responsive customer service; be accessible to employees to answer questions and resolve problems.
2. Assist with employee schedules and timesheet maintenance issues as determined by the supervisor.
3. Help implement department oriented staff trainings for new employees and/or those reassigned to new areas of operations.
4. 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.
5. Ensure the proper opening/closing of daily registers; make sure all balances and receipts are reconciled and recorded at the end of each shift.
6. Communicate changes in OCCC policies and procedures; ensure observance of new rules and processes; assist with carrying out employee meetings.
7. Frequently monitor the accuracy and timeliness of work processed/performed and employee compliance with policies and procedures; identify problems and work with the supervisor to formulate solutions and/or develop performance improvement plans as needed.
8. Assist in addressing personnel infractions and/or disciplinary actions as needed to correct misconduct and/or violations of Kentucky Court of Justice and/or OCCC policies and procedures.
9. Provide support to the department's supervisor and fill in as department leader in his/her absence.
10. Take appropriate steps to maintain a clean, organized and safe work environment.

Peripheral Job Functions:

1. Perform any daily administrative/operational job function assigned by the supervisor including housekeeping tasks within the department, as well as the ability to meet related job skill and qualification requirements.
2. Carry out any duty assignment based on OCCC business needs.

Essential Job Skills and Qualifications:

1. Education: Four (4) year college degree
2. Education Substitute: High School and two (2) years related office experience
3. Experience: Court experience is not required, but is an asset.
4. Required Skills:
 - a. Proficient in using KyCourts II, CourtNet, and 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. Accurately enter and update information on cases into a computer system or handwrite notations on documents and/or case jackets.
 - f. Ability to efficiently plan, prioritize, and coordinate daily work needs and employee schedules; display time management skills.
 - g. Express ideas and directions clearly (oral and written); possess strong interpersonal communication skills.
 - h. Thorough knowledge of OCCC policies and procedures.
 - i. 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; periodic 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: October 2014

Division: Jefferson County Office of Circuit Court Clerk, District Criminal

Job Code: 88050V000910

Tenured: Yes

Position Grade: 9

Entry Level Salary: \$25,732.99 - \$33,966.72 (minimum to maximum salary range)

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