

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

Court Supervisor

Department: Administration

Pay Grade: 508

FLSA Status: Non-Exempt

Job Code: A236

JOB SUMMARY

The purpose of this classification is to supervise and provide administrative and clerical support to Court Services. The primary responsibility of an employee in this classification is to ensure and coordinate high-quality administrative support services for Court Services, its staff, and customers.

ESSENTIAL JOB FUNCTIONS

- Supervises, directs, trains, and evaluates assigned staff, processes employee concerns and problems, directs work, counsels, disciplines, and completes employee performance appraisals; plans daily workload; monitors work products and productivity; makes changes to daily priorities and processes as needed.
- Monitors and distributes cash bail, restitution, overpayments of fines or filing fees, and judgment payments.
- Monitors Court files for compliance with court orders, and issues license suspensions and bench warrants for defendants that are non-compliant.
- Maintains calendar and schedules.
- Coordinates and provides administrative/clerical support for Court Services; processes a variety of documentation associated with division operations within designated timeframes and per established procedures; works with and provides guidance and assistance to administrative/clerical staff ensure uniform and cooperative work efforts.
- Performs customer service functions in person, by telephone, or by mail; provides information or assistance regarding division services, activities, forms, procedures, fees, or other issues; receives and/or disseminates forms/documentation; responds to routine

questions/complaints, researches problems, and initiates problem resolution; refers complaints/problems to appropriate personnel.

- Ensures division compliance with all applicable codes, laws, rules, regulations, standards, policies and procedures; ensures adherence to established safety procedures; monitors work environment and use of safety equipment to ensure safety of employees and other individuals; initiates any actions necessary to correct deviations or violations.
- Maintains file system of various files/records for the division including electronic files; prepares files, organizes documentation, and files documents in designated order; retrieves/replaces files; determines which documents should be scanned, shredded, or destroyed and conducts records maintenance activities in compliance with guidelines governing record retention.
- Serves as liaison between the assigned department and other departments/divisions, staff members, City officials, the public, community leaders, outside agencies, or other individuals or organizations for the distribution and receipt of routine information; interacts with various officials and dignitaries involving sensitive client relations; conveys information among division/department personnel; circulates documentation to appropriate departments.
- Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures; receives and reviews various documentation, including warrants, court calendars, transport/transfer orders, and/or writs of possession; reviews, completes, processes, forwards or retains as appropriate.
- Operates a personal computer, scanner, telephone, shredder, general office equipment, or other equipment as necessary to complete essential functions; uses Microsoft Office to produce letters, memos, spreadsheets, presentations and maintain databases; uses Microsoft Outlook for email and meeting invites; maintains Outlook calendar; uses other computer programs as necessary; provides training and/or technical support for other system users.
- Manages the inventory of department supplies and forms; ensures availability of adequate materials to conduct work activities; initiates requests/orders for new or replacement supplies.
- Communicates with supervisor, employees, other departments, City officials, other municipalities, government agencies, attorneys, vendors, customers, and the public, as needed to coordinate work activities, review status of work, exchange information, or resolve problems.
- Maintains confidentiality of departmental documentation and issues.
- Provides assistance or backup coverage to other employees or departments as needed.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Education and Experience:

Requires a High School Diploma or equivalent; Bachelor's Degree preferred; supplemented by three (3) years of experience in business administration, office administration, or a related field,

previous supervisory experience is preferred; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Licenses or Certifications:

- None.

Special Requirements:

- Court experience preferred.

Knowledge, Skills and Abilities:

- Ability to accurately type a minimum of 40 words per minute and have experience with Microsoft Word, Excel, and Outlook.
- Ability to learn, comprehend, and apply all city or departmental policies, practices, and procedures necessary to function effectively in the position.
- Ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.
- Ability to act as a first-line supervisor, including instructing, reviewing work, maintaining standards, and coordinating activities.
- Ability to utilize a wide variety of reference, descriptive, and/or advisory data, and information.
- Ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.
- Ability to apply principles of rational systems; to interpret written and verbal instructions; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.
- Ability to exercise judgment, decisiveness, and creativity in situations involving evaluation of information against measurable or verifiable criteria.

PHYSICAL DEMANDS

The work is sedentary to light which requires the ability to exert light physical effort, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station. Tasks also require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

WORK ENVIRONMENT

Work is regularly performed without exposure to adverse environmental conditions.

The City has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

The City of Roswell, Georgia commits to a policy of equal employment opportunity for applicants and employees, complying with local, state and federal laws. The City's policy is to employ qualified persons without discrimination regarding race, creed, color, religion, age, sex, country of national origin, marital status, disability, sexual orientation, gender identity, genetic information, political affiliation, ethnicity, or status in any other group protected by federal/state/local law.