



SUPERIOR COURT OF CALIFORNIA COUNTY OF MARIN



Announces an Opportunity for the Position of
COURT CASE MANAGEMENT SYSTEM COORDINATOR
(COURT CMS COORDINATOR)

Our Mission

*To ensure fair and equal access to justice and
serve the public with dignity and respect.*



The Community

Located in the North Bay across the Golden Gate Bridge from San Francisco, Marin County is a dynamic community of 252,000 residents known for its combination of rural and suburban lifestyles.

It is a recreation destination for the entire Bay Area - the Golden Gate National Recreation Area and Point Reyes National Seashore are just two destinations out of more than 140,000 acres of public lands within Marin. The County's active economy includes employers such as Lucas Films and Autodesk, as well as vibrant agriculture, aquaculture, light industry and tourism business sectors. Marin County residents enjoy an excellent public school system. Marin's post-secondary institutions include College of Marin and Dominican University.

The Court

The Court is considered small/medium sized among the State of California's 58 trial courts. The Court has 12 authorized judicial positions and approximately 107 staff. The Court's bench and staff are ethnically and racially diverse. The average age of staff in the Court's workforce is approximately 52. Approximately 75% of the staff are represented by SEIU 1021; all others are unrepresented.

The Court is located in the Marin County Civic Center, a facility and campus designed by famed architect Frank Lloyd Wright. The Administration building was opened in 1959, while the Hall of Justice, housing the Court and other criminal justice and law enforcement agencies, was completed in 1969. The Civic Center was designated a National Historic Landmark in 1991. Its unusual design makes it a destination for tourists.

Court CMS Coordinator

Under general supervision, Court Case Management System (CMS) Coordinators will provide administrative coordination, leadership, technical support and specialized work for all areas of Court Operations and Finance related to the Court's case management system. Incumbents will define and document business requirements for the case management system; review new and/or revised policies and procedures; participate in the user acceptance testing process and provide case management system training for Court staff. Incumbents will conduct basic and complex research, analytical assignments, and special projects related to various court case types. Incumbents will work both independently and as a part of a team, and must possess the ability to troubleshoot, analyze and resolve procedural, technical, training, and data quality issues while working within the case management system. Incumbents in this class will ensure the case management system functions as needed and monitor data quality.

This is leadership level position in this technical and specialized support class series. The CMS Coordinator is a position which requires professionalism, high energy and self-starter skills.

Incumbents serve as experts with functional expertise, project experience in applications and Court processes as well as the ability to understand the bigger picture and work on complex projects.

Leadership level positions must lead with a focused vision, a commitment to open communication, providing and receiving constructive feedback, inspiring professional growth, and motivating through trustworthy and positive relationships to ensure a productive workplace environment.



1. Assist in planning, assigning, coordinating, reviewing and evaluating the Court's CMS project timeline, deliverables and goals. In addition, after implementation, will assist in leading new CMS upgrades and software changes.
2. Lead and provide guidance to CMS working committees and/or work streams established to support the overall goals of CMS.
3. Conduct analysis and research on the Court's existing CMS.
4. Perform data quality review and clean up to prepare for migration of data to the new CMS and to maintain a high level of data quality.
5. Perform gap analysis with the CMS Manager and other members of the Court team to determine whether business requirements are being met and, if not, make recommendations for changes.
6. Review data from the CMS and user requirements to ensure proper security levels are in place for case information downloads/uploads to/from to justice partner case management systems.
7. Provide direct support to end users by researching, developing, testing and implementing operational processes through action codes, document definitions, minute codes, and charge codes.
8. Answer complex and difficult technical, legal or procedural questions related to the Court's CMS.
9. Assist staff, judges, attorneys, government agencies and the general public regarding CMS questions and/or requests.
10. Create, test and implement notices, calendar controls, time slots and other case management functions that support operational procedures.
11. Provide technical support and guidance in document imaging by performing imaging transfers to appropriate repositories and conducting quality control of imaging force overs.
12. Validate new and/or modified codes and procedures to ensure resulting data in disposition reporting, fine types and fine distribution are correct. Ensure processing codes are in compliance with JBSIS standards.
13. Research plausibility of new and/or revised operations procedures and identify codes to be created, modified or deleted. Execute necessary queries and reports on code usage.



14. Review specifications to ensure compliance with user requirements; develop training programs; conduct and/or coordinate end user training; prepare on-line help and documentation, training manuals and related materials, and demonstrate software use as needed.
15. Periodically update and/or create charge codes and law enforcement agency profiles as necessary to comply with current legal language or updated sentencing and enforcement processes and procedures.
16. Develop, or assist in the preparation of formal policies, procedures, and standards for the use of the Court's CMS.
17. Serve as a representative of the Court by displaying courtesy, tact, consideration and discretion in all interactions with other members of the Court community, governmental agencies, service providers and public.
18. Analyze and review the data quality of court departments in relations to the CMS to ensure data quality and consistency.
19. Perform validation and updates of Court's website and forms.
20. Periodically validate business procedures both new/old are being followed by end users.
21. Periodically reviews with court staff to determine/acknowledge CMS deficiencies; determine if end users have created own methods to track items not "trackable" in CMS or if unknown how to track in CMS.
22. Periodically meet with other government agencies/justice partners on any new/changed procedures.
23. Perform other duties as assigned.

Experience and Education

Any combination of education and experience that would likely provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the knowledge, skills and abilities would be the equivalent of:

Education: Possession of a baccalaureate degree from an accredited college or university with a major in business, finance, public administration, or criminal justice.

Experience: At least one (1) year of court-related experience, including assisting in troubleshooting and resolving operational or technical issues in a case management system and experience researching and writing processes and/or procedures.

Knowledge, Skills and Abilities

Knowledge of:

- Strong knowledge of various court operational units including criminal, civil, and family law and related processes, procedures and operations as they pertain to performance of court staff duties; and/or, strong knowledge of court financial procedures and operations.
- Intermediate knowledge of the Court's case management system components, uses, and limitations.
- Knowledge of courtroom procedures and codes used in various hearings.
- Knowledge of the functions of court operations' processing codes used for case initiation, adjudication, and disposition.
- Knowledge and understanding of the effects of modification made to processing codes in relation to court hearings and case disposition.
- Knowledge of document processing procedures used in court operations.
- Knowledge of principles and practices in management, systems, business process and workflow.
- Understanding and experience working on collaborative project teams, committees and work streams.



Ability to:

- Gather, maintain, and analyze a variety of information regarding division or unit operations and functions.
- Communicate effectively both orally and in writing to internal and external stakeholders, especially regarding technical or procedural issues.
- Organize statistical and narrative information in a clear, concise manner.
- Organize and present ideas and recommendations both orally and in writing.
- Work independently and manage assigned responsibilities efficiently and effectively to accomplish assigned duties.
- Research methods and techniques for gathering, compiling and summarizing information from a variety of different sources.
- Deal tactfully and courteously with the public; establish and maintain effective working relationships with judicial officers, court personnel, governmental agencies and members of the public.

Skill In:

- Preparing operational scenarios for system testing and analysis for application enhancements recommended by the vendor.
- Analyzing data for quality and accuracy.
- Preparing comprehensive, clear reports, records and logs.
- Developing and presenting effective training and user manuals.



Other Requirements

Ability to work irregular and/or flexible hours as required by the project phase. Possession of a valid Class C California driver's license and a satisfactory driving record. Must pass background investigation to access the Criminal Justice Systems. Must be available to work occasional evenings, weekends and holidays.

Compensation & Benefits

The annual salary for the Court Case Management System Coordinator is \$62,914.51 to \$79,698.22 per year. In addition the salary is supplemented by a generous benefit package that includes the following elements:

Retirement

For new employees, the Court's retirement system is authorized by the County Employees Retirement Law of 1937 with a plan of 2% @ 62. This system has a reciprocity relationship with CalPERS and other 1937 Law entities.

Note: Court employees do not contribute to Social Security other than mandatory Medicare tax.

Insurance

The Court offers a cafeteria-style benefits plan that allows employees to choose from a variety of health, dental, vision, life, and long-term disability insurance plans. The Court also offers flexible spending accounts.

In addition, the Court provides generous paid leave allowances (paid time off and sick leave).



Other Benefits

Deferred Compensation Plan

All court employees may participate in a voluntary Internal Revenue Code Section 457 deferred compensation plan paid 100% by the employee.

Tuition Reimbursement Program

The Court offers a Tuition Reimbursement Program to employees who enroll in approved training courses or classes that directly relate to their present positions with the Court, or which may make employees more upwardly mobile in the Court. The Court's reimbursement program pays up to 50% of registration fees and materials, provided employees are pre-approved for their educational expenses and there are sufficient funds available in the Court's budget.

Employee Training and Development Program

The Court is committed to a continuous learning environment where employees are encouraged to improve their knowledge and skills throughout their careers with the Court. The Court is involved in regional and statewide training networks with other courts and professional organizations and also offers onsite programs.



Free Parking

The Civic Center offers free all-day parking for all employees and visitors.

SMART Train

The SMART Train Civic Center station is within walking distance of the Civic Center . The Court offers a monthly pre-tax payroll transpiration benefit to set aside. To further support your effort to lessen your “carbon footprint” the Court will automatically match your transit costs up to \$40/month.



Carpool/Bike Incentive

Join a carpool to go further, or jump on a bike to boost your health and your wallet. You can receive a \$240 taxable carpool/bike incentive once every 6 months for carpooling or biking to work at least 60 days within each 6-month reporting period. This incentive is paid out twice a year if you meet all requirements. That's up to \$480 a year! The 60 days can be achieved through a combination of biking and/or carpooling.



Farmers Market

The Thursday Marin Farmers Market is located at walking distance and features 100 local farmers, specialty food purveyors and a handful of artisans. It makes for a great lunch destination as well.

Marin Civic Center Café

Byte Foods offers automated refrigerated food kiosks restocked daily with a variety of fresh, nutritious and locally sourced foods and beverages. These items include various sandwiches, salads, burritos and specialty entrees, as well as coffee, kombucha, and juices. There is also an assortment of snacks and treats.

Marin County Library

The Frank Lloyd Wright Civic Center Building offers an on-site library located on the fourth floor. It features free wifi, public computers and a large inventory of books and audio books.



Beautiful Scenery

Across the street from the Civic Center is the Marin Center which includes walking paths around a beautiful pond with a wide variety of wild birds. The Marin Center is also the location for the yearly Marin County Fair and various shows.



To Be Considered

Applications must be completed electronically at http://www.marincourt.org/human_resources.htm. Click on the link for Career Opportunities. The deadline is **Sunday, July 26 at 11:00 p.m.** Candidates are responsible for submitting an application, cover letter, and answers to the supplemental questions in order to be considered.

Those candidates deemed most qualified will be invited to one or more virtual oral interviews to be tentatively scheduled for the week of August 3, 2020.

This is a full-time, exempt confidential unrepresented position. The position also includes a one-year probationary period.

EQUAL OPPORTUNITY/ADA EMPLOYER

Supplemental Questions

1. Describe your qualifications that allow you to perform duties described herein. Please include your relative education and experience that is applicable to this position.
2. Please describe any experience you had which involved your direct knowledge of case management and court practices within a justice system partner such as a Court, District Attorney, Public Defender, Probation Department or large law firm. Please include your classification title, responsibilities, length of time in the position and detailed summary of your court-related experience. Please describe your experience in supervision. Include the number of staff members you supervised and their level within the organization.
3. How would you build relationships within and across departments?
4. How would you engage staff to participate in the development of procedures and the sharing of ideas for solutions to problems?
5. Please describe your experience coordinating a project and/or program. Please describe the scope and objectives, your role, team makeup, and outcomes/results.