

COURT SERVICES COMMISSIONER
Toledo Municipal Court

The Judges' Division of the Toledo Municipal Court is currently accepting applications for the position of Court Services Commissioner.

This position is responsible for planning and directing the overall daily operations and staff of the Court Services Department, directing processes related to scheduling events, providing supportive services to courtroom operations and overseeing specialized court services programs. Demonstrated knowledge of court operations, skill in participative management, and ability to build consensus for change, analyze and develop methods that streamline or improve Court processes or services, and establish and maintain effective working relationships with stakeholders in a demanding and fast-paced environment, required.

Bachelor's degree in business, public administration, paralegal studies, criminal justice, social work or related field required. In lieu of a bachelor degree, a candidate may substitute seven (7) years full time experience performing supervisory responsibilities or highly responsible work relating to tasks associated with this position, or any combination of education and experience, provided the required skill and knowledge for successful performance would be qualifying. Candidate experience must include five (5) years progressively responsible professional experience in a court system or related work experience, including three (3) years supervisory or management experience required. Potential candidates must pass a background check. Must be LEADS certifiable. Start Rate is \$34.259 per hour or \$71,258.72 annually. Full Rate \$38.006 per hour or \$79,177.28 annually.

Submit resume with cover letter describing how you meet the qualifications outlined above by 4:30 p.m., Monday, January 23, 2023 to The Court Administrator's Office (Attn: HR-CSC), Toledo Municipal Court Judges' Division, 2nd Floor, 555 N. Erie, Toledo, OH 43604 or by email to tmchiring@tmcourt.org. Equal Opportunity Employer.

TOLEDO MUNICIPAL COURT-JUDGES' DIVISION
CLASS SPECIFICATION
Court Services Commissioner

Department: Court Services Department
Reports to: Deputy Court Administrator
Job Code: 8002
Date Established: November 7, 2018
Ordinance No.: 470-18
Salary Level: 13
Salary Amendments: None
Classification Last Revised and Approved: February 5, 2019

DEFINITION: Works under the general supervision of the Deputy Court Administrator. Plans and directs the daily operations of the Court Services Department; manages department resources (personnel, funding and equipment) and processes relating to scheduling events, providing processing of case management support to courtroom operations and overseeing specialized court services programs. Schedules visiting judges, oversees juror arrangements, and provides information to the legal community and general public.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- **Plans and directs the operations of the Court Services Department to optimize efficiencies and improve access.** Including, but not limited to, leading an inter-disciplinary team process with internal and external stakeholders to implement or review goals, objectives, policies, procedures, processes and forms; seeking input from the Deputy Court Administrator and other resources as necessary in consideration of policy development consistent with the standards, directives and protocols of the court system; building consensus among subordinates for change and implementation; mediating and resolving conflicts, issues, or grievances internal and external to the Court Services Department; keeping abreast of trends in case processing, best practices, legal and administrative rule changes, court policies and decisions that affect the department; following-up and initiating corrective action in case processing as directed; resolving system issues related to programs and processes that directly serve courtrooms, such as Electronic Monitoring (EM) programming, furloughs for sentenced defendants, Warrant Enforcement Unit (WEU) referrals, competency referrals, interpreter services, etc.; identifying opportunities to map processes to improve fairness, timeliness and transparency; coordinating available courtroom space as needed; managing implementation of technology for the department; providing input for departmental operating budget; preparing office statistics; submitting annual report.

- **Supervises the Court Services Department in directing the overall operations of the department and staff.** Including, but not limited to, providing direct supervision of the Assistant Commissioner, and overall direction and guidance to the staff of the Court Services Department; providing technical assistance for complex and/or unusual issues; informing staff of policy/legal changes; interpreting, explaining and ensuring compliance with Court and

department policies and procedures; reviewing documents and reports generated by staff; conducting regular staff meetings; preserving the confidentiality of non-public information; approving and submitting payroll.

- **Develops staff in the Court Services Department.** Including, but not limited to, promoting by example a positive work environment; motivating and recognizing staff; building effective relationships; listening to and addressing staff recommendations and concern; expecting and encouraging clear communication; training new staff in court procedures and other aspects of Court Services Department work; developing and communicating performance expectations; monitoring and evaluating performance through direct observation of staff; maintaining documentation of employee performance; identifying and addressing employee professional needs and deficiencies; completing performance/disciplinary counseling; implementing performance improvement plans; conducting timely performance appraisals; identifying training needs and resources; guiding and encouraging staff to professional training and development opportunities; recommending hiring, promotion, discipline and development of Court Services staff to the Court Administrator's Office.
- **Fosters positive internal and external relations to improve services and efficiencies.** Including, but not limited to, facilitating the coordination of services between the Court Services Department and internal and external stakeholders; researching complex and/or unusual court services issues and following up; providing accurate and complete information to court staff, the legal community and general public regarding department services; working with court users to promote favorable public relations on behalf of the court; promoting interagency collaboration by coordinating activities with various private and public agencies (i.e. Clerks Office, Prosecutors Office, Public Defender's Office, Court Security, NORIS, Lucas County Jury Commission, etc.).
- **Serves as Liaison with Visiting Judges.** Including, but not limited to: contacting visiting judges/magistrates when required to schedule coverage; serving as the primary liaison with the visiting judge and ensuring that visiting judge has all resources and information necessary; coordinating visiting judges for the Court's standing panel; requesting visiting judges for conflict cases from the Ohio Supreme Court; notifying court personnel and tracking scheduling for payroll purposes.
- **Researches and develops methods to streamline court services.** Including, but not limited to: conducting research on the merits of new or existing practices of effective court services and case flow management; keeping abreast of current developments in court services best practices; compiling data for use in research, analysis and improvements to court services; assessing and recommending changes to policies, protocols and business rules; designing and implementing studies and pilot projects; troubleshooting errors or discrepancies to determine systemic causes impacting cases and case flow management; making recommendations for case processing and court services improvements; recommending new or revised procedures to enhance efficiency; drafting policies, practices, forms and procedures related to court services processing. implementation;

- **Develops implements and analyzes Quality Assurance (QA) standards, practices, policies, assessments and performance measures.** Including, but not limited to: developing, implementing and assessing QA methodologies; creating systems and methods of quality assurance to improve case processing time, accuracy and efficiency of services to the courtroom; establishing program and processes evaluation methods; drafting policies, protocols, business rules and other documentation designed to establish and maintain the department's QA goals and objectives; seeking grant opportunities and maintaining grant programs, including audit and reporting requirements; overseeing the collections and maintenance of data for all Court Services programs and grant-funded services; creating and generating the reports and supporting documentation, including those necessary to comply with Community Correction Act standards.
- **Performs Miscellaneous Assignments.** Including, but not limited to: ordering office supplies; preparing the annual master calendar for all courtroom events; preparing and distributing Judges' monthly calendars; overseeing juror arrangements; preparing correspondence on a variety of court-related matters; retrieving information and preparing a variety of standard, non-standard and management reports.
- **Other duties as assigned. The Toledo Municipal Court Judges' Division retains the right to add, delete, or modify the duties of this position at any time.**

KNOWLEDGE, SKILLS AND ABILITIES: (Possessed at time of employment or gained within twelve months from the date of hire.)

Knowledge of:

- Knowledge of Municipal Court operations and Department policies, procedures and programs, including, but not limited to, Assignment Services, Court Diagnostic & Treatment Center referrals, Electronic Monitoring referrals, Interpreter services, etc.
- Knowledge of federal, state and municipal laws and ordinances pertaining to court services
- Knowledge of local court rules and Rules of Superintendence for Municipal Courts relating to court services
- Knowledge of criminal, civil and traffic rules and procedures relating to court services
- Knowledge of required ethics and conflict of interest avoidance inherent to working with the Court
- Knowledge of Municipal Court Judges' schedules
- Knowledge of case flow management principles
- Knowledge of legal and criminal justice terminology pertaining to court services
- Knowledge of effective written and oral communication techniques and practices, including spelling, grammar and punctuation
- Knowledge of techniques to minimize and deescalate tensions and confrontations

- Knowledge of NORIS applications, LEADS, court software programs (i.e. attendance program, scheduling applications, case management, etc.) and MS Windows, Word, Outlook , Excel and PowerPoint
- Knowledge of record systems and maintaining updated/current records
- Knowledge of management practices and procedures, including human resource practices
- Knowledge of telephone etiquette
- Knowledge of modern office practices, procedures and equipment
- Knowledge of deadlines and dates associated with different types of legal documents and paperwork
- Knowledge of basic mathematics (addition, subtraction, multiplication, division, etc.)
- Knowledge of motivational principles and methods and how to provide timely and constructive feedback
- Knowledge of community assistance agencies and community resources available to which litigants and defendants may be referred
- Knowledge of social attitudes
- Knowledge of counseling techniques in a strength-based forum
- Knowledge of evidence-based practices in court services
- Knowledge of the change process: how to plan change and how to apply sound project management principles and techniques
- Knowledge of the inter-relatedness of functions within the Court

Skill in:

- Skill in leadership
- Skill in prioritizing and organizing work activities and managing and meeting multiple deadlines
- Skill in dealing with the public and establishing and maintaining effective working relationships with others
- Skill in verbal communication, speaking clearly
- Skill in effectively communicating with a wide variety of individuals, including Judges, attorneys, co-workers, court staff, Clerk's Office staff, defendants, litigants and victims
- Skill in motivating staff
- Skill in providing feedback and conducting performance assessments
- Skill in training
- Skill in identifying and analyzing complex problems and recommending corrective action
- Skill in organizing and maintaining detailed information/records and compiling and analyzing information/statistics
- Skill in participative management practices
- Skill in creating an environment of helpfulness, inclusiveness, courtesy and civility
- Skill in negotiating and resolving conflict
- Skill in keyboarding for data entry and document preparation

- Skill in operating standard office equipment (including, but not limited to, telephone, copier, scanner, fax, computer and calculator)
- Skill in learning and applying a variety of rules, practices, codes and/or other procedures
- Skill in identifying legal paperwork and determining appropriate action(s) associated with different types of legal paperwork
- Skill in proofreading
- Skill in written communication for business and legal correspondence
- Skill in scheduling appointments and events
- Skill in reading and interpreting instructions written by others
- Skill in conducting group meetings effectively
- Skill in negotiating and resolving conflict
- Skill in providing feedback and conducting performance assessments
- Skill in modeling how to encourage, coach, counsel and resolve employee problems

Ability to:

- Ability to correctly interpret and apply Court and Department policies and procedures
- Ability to establish and maintain cooperative working relationships and to effectively communicate with Judges, court staff, attorneys and the public
- Ability to maintain self-control under stressful conditions (a professional demeanor), including the ability to effectively communicate with upset, angry or frustrated individuals and individuals accused or convicted of crimes
- Ability to listen to individuals to obtain information necessary to provide meaningful and accurate assistance
- Ability to read and comprehend written materials, including case entries and other legal documents
- Ability to document work activities, work independently with minimal direction, prioritize work tasks, manage time and meet deadlines under time pressures and stress
- Ability to research and synthesize data/information and prepare reports
- Ability to set priorities and process multiple projects and responsibilities simultaneously
- Ability to define problems, establish fact, analyze data in order to make reasonable decisions or present recommendations based on this information
- Ability to manage an office, supervise staff, provide work direction to and delegate tasks
- Ability to work outside regular work hours when needed
- Ability to operate a computer, including ability to run, read and interpret LEADS reports and keyboarding skills
- Ability to handle sensitive or confidential information
- Ability to compose correspondence and reports using proper grammar, punctuation, spelling and syntax
- Ability to maintain consistency and uniformity

- Ability to role model emotional maturity
- Ability to identify and develop talent within the office
- Ability to manage and build consensus for change among diverse constituencies
- Ability to inspire commitment to the goals of the department and Court
- Ability to encourage the contributions of others
- Ability to analyze information
- Ability to create, maintain and use a filing system and business records
- Ability to adapt quickly to a changing work flow and to reallocate staff and resources to meet work requirements
- Ability to maintain the standards of ethics and professional responsibility associated with working for the Court
- Ability to perform all essential functions of the position
- Ability to interact effectively in a courteous and professional manner, with diverse populations, including judges, co-workers, other departments/agencies, and customers (including attorneys, defendants, plaintiffs, and their families)
- Ability to maintain accurate records
- Ability to manage time, prioritize work, and meet established deadlines
- Ability to perform multiple tasks with interruptions
- Ability to motivate subordinates to improve and sustain performance
- Ability to work on multiple projects simultaneously
- Ability to give direction
- Ability to use independent judgment to determine the best course of action based on experience and past practice
- Ability to administer a variety of diverse programs within the department
- Ability to engender a court culture that is sensitive to bias and committed to fair treatment of court employees and the public
- Ability to be accountable for work and self
- Ability to keep abreast with changes in legal or administrative rules and policies that impact court services and to formulate solutions to address such changes
- Ability to be flexible and open to new and creative work methods
- Ability to model Procedural Justice values (voice, trust, respect and neutrality)

Personal Characteristics of:

Other – Organized, professional, fair, attentive to detail, dependable, good judgment and diplomatic

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree in business, public administration, paralegal studies, criminal justice, social work or related field and/or seven (7) years full-time experience performing supervisory responsibilities or highly responsible work relating to tasks associated with this position, or any combination of education and experience provided the required skill and knowledge for successful performance would be qualifying.

Availability: Employee must be able and available to work during the department's business hours on the days required. (Monday through Friday; 8:30 a.m. to 4:30 p.m.). May be required to work beyond these hours, and every effort will be made to provide advance notice of such.

Experience: Minimum five (5) years of progressively responsible professional experience in a court system or related work experience, required, including a minimum of three (3) years supervisory/management experience. Demonstrated leadership and initiative, as well as proven track record in establishing and maintaining collaborative relationships with stakeholders required.

Background: May not have prior convictions that would, or appear to, adversely affect the Court Services Commissioner's ability to support the work and function of the court. Convictions, including but not limited to, offenses involving fraud, theft, or crimes involving violence or weapons are incompatible with the position of Court Services Commissioner. Must be LEADS certifiable.

ENVIRONMENTAL FACTORS AND PHYSICAL DEMANDS:

The physical demands and work environment described are representative of those associated with performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

- An employee is frequently required to sit up to 70% of the workday;
- An employee is regularly required to walk, stand, stoop, kneel and bend. May involve manipulating up to 35 pound items or pushing a cart of Court case files;
- An employee is frequently required to keyboard, perform data entry, use the computer and other office equipment;
- An employee is frequently required to communicate orally, including talking on a telephone;
- An employee is regularly required to read typed and hand-written documents and compose written responses;
- An employee is regularly in the presence of defendants who are convicted or accused of crimes, including crimes involving violence;
- May be at risk for blood/airborne disease/pathogens;
- An employee is required to report to work on time and meet the Court's attendance standards;