



San Bernardino Superior Court  
**DEPUTY DIRECTOR OF OPERATIONS**

<b>SALARY</b>	\$50.63 - \$64.74 Hourly \$4,050.02 - \$5,178.80 Biweekly \$8,775.04 - \$11,220.73 Monthly \$105,300.52 - \$134,648.80 Annually	<b>LOCATION</b>	San Bernardino County Court Districts, CA
<b>JOB TYPE</b>	Full-Time Employment	<b>JOB NUMBER</b>	24-015
<b>DEPARTMENT</b>	San Bernardino County Court Districts	<b>OPENING DATE</b>	07/10/2023
<b>CLOSING DATE</b>	Continuous		

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## Description

The Superior Court of California, County of San Bernardino is seeking a well-qualified, experienced executive leader for the **Deputy Director of Operations** positions county-wide.

**The first application screenings will be on August 1, 2023.**

### Salary Updates

- Effective October 2023, a 4% COLA increase, approximate annual rate range from \$109512.54 - \$140034.75
- Effective October 2024, a 3% COLA increase, approximate annual rate range from \$112797.91 - \$144235.79

### Benefit Highlights

## EXEMPT GROUP D

### BENEFITS & RETIREMENT

The court is committed to offering benefit plans that provide employees options to choose their appropriate level of coverage and to help manage their wellness and retirement needs. Retirement reciprocity is available with an eligible California Public Sector retirement plans that operate under the County Employee's Retirement Law of 1937 (1937 Act) through San Bernardino County Employees' Retirement Association (SBCERA).



#### HEALTH BENEFITS

- Medical, dental & vision coverage options for you & your family
- Flexible benefits subsidies & \$200.00 bi-weekly
- Flexible Spending Account (FSA) - Health Care



#### RETIREMENT

- Generous pension & survivor protection
- Retirement reciprocity
- 457(b) options
- 401(k) options with 4% employer matching
- Retirement Medical Trust employer contributions



#### PAID TIME OFF

- Up to four (4) weeks vacation annually
- Eighty (80) hours administrative leave annually
- Fourteen (14) paid holidays annually, plus (2) floating holidays



#### ADDITIONAL

- Flexible work schedule
- Education/ membership reimbursement
- Car allowance
- Cell phone allowance
- \$60,000 employer paid Term Life Insurance
- Other voluntary benefit options available

FOR A DESCRIPTION OF ALL BENEFITS OFFERED, SELECT THE BENEFITS TAB TO REVIEW.

### Telework/On-Site Opportunity

This position is eligible for a combination of telework and on-site work assignments. Telework must be completed from a pre-designated home-based location within the State of California and employees may be required to report on-site to address business needs.

Telework is at the sole discretion of the Court and may be rescinded immediately, without prior notice, based on the needs of the San Bernardino County Superior Court.

### About the Position

Under direction of a Director of Operations and through subordinate Court Operations Managers and/or Operations Supervisors I/II, plans, organizes and manages the non-judicial administrative and operational functions of an assigned court(s), district or division; participates in developing and implementing goals, objectives, policies and standards applicable to the court's operations; participates in the development and implementation of trial court case management plans and budgets; provides professional advice to court management, judicial officers and committees on effective court operations to support achievement of the court's business and justice system objectives; oversees the facility operations and

maintenance; provides support in the overall personnel management in the court(s); serves as a liaison between the court(s) and external agencies and general public; and performs related duties as assigned.

### **Distinguishing Characteristics**

The Deputy Director of Operations classification is the second level in the court management series and is responsible for planning and managing non-judicial operations and administrative activities of an assigned court(s). Incumbents monitor operations to ensure they are efficient, effective and in compliance with all pertinent laws and regulations. Incumbents are expected to exercise leadership in instituting policies and operational **processes** that deliver high-quality services. Work is broad in scope and requires a high degree of independence.

**[View the full job description.](#)**

### **Essential Functions**

Typical duties of the Deputy Director of Operations may include, but are not limited to:

1. Plans, organizes, controls, integrates and evaluates the work of the assigned management, supervisory and operational staff; with managers and supervisors, develops, implements and monitors work plans, programs, systems, **process**, and procedures to achieve court goals, objectives and work standards; reviews, evaluates, and proposes budget recommendations for the assigned operational units; oversees the preparation and maintenance of a variety of reports and statistical data; and conducts review and analysis to identify area of concerns.
2. Manages the performance of assigned staff; interviews and selects new staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends compensation and provides other rewards to recognize performance; hears and makes recommendations on grievances; subject to upper management concurrence, approves or takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with court Personnel Plan policies and labor contract agreements.
3. Provides day-to-day leadership and works with supervising judges, judicial officers, managers and staff to ensure a high-performance, customer service-oriented work environment that supports achieving the court's mission, objectives and values regarding teamwork, mutual trust and respect; applies **process** improvement and quality management principles to assigned area of responsibility.
4. Monitors the effectiveness of the assigned court's operations; plans to analyze and resolve operational problems and internal and external customer complaints, conducts operational studies, researches and audits to ensure operational efficiency and compliance with applicable state and local rules and regulations; develops and implements policies and methodologies to enhance court services; prepares policy and procedural memorandum and manuals; compiles

and prepares status reports and workload statistics; interacts with judicial officers when appropriate for problem resolution..

5. Manages and oversees personnel functions for assigned court; assesses staffing needs and coverage to ensure adequate staffing; ensures accurate maintenance of staff attendance records; coordinates vacation schedules; may conduct attendance audits; conducts disciplinary investigations and assists the court in disciplinary investigations; plans, organizes and coordinates staff training; develops and implements training plans.
6. Reviews new legislation and policies for impact on operations; informs managers and supervisors and distributes information regarding new/revised legislation, policies and procedures; ensures the revision and implementation of procedural changes to comply with new legislation.
7. Oversees the financial transactions of the assigned court unit including managing the receipt and accounting of fees and expenses; approving change fund replenishment; conducting investigations into cash handling errors; and coordinating fiscal matter with departmental management.
8. Oversees and coordinates facilities management activities with departmental management and other county departments; assesses facilities and equipment needs; assists in coordinating facility repairs and improvements; reviews and approves purchase orders and requisitions; identifies and participates in resolving security issues.
9. Manages case **processing** activities to ensure proper custody, maintenance, storage and disposal of court records; coordinates the resolution of case flow management issues with judicial officers and staff; assists in analyzing case activity to project future staffing, information systems and facility needs; oversees the correct receipt, maintenance, archival, issuance and destruction of legal documents, case files and exhibits.
10. Manages operational contracts and services; prepares statements of work for operational needs; manages vendors by conducting evaluations, monitoring performance, and maintaining relationships; and prepares and approves payment documents.
11. Serves as project leads for various court initiatives.
12. Acts as liaison with local and state agencies, attorneys, and general public to discuss, coordinate and implement procedures.
13. Performs other duties as assigned.

## Minimum Qualifications

Seven (7) years of progressively responsible experience in court operations, public administration, or legal environment, with at least five (5) years of which were at a management or supervisory level.

### *Experience Substitution:*

Two (2) years of experience may be substituted by the following:

- Graduation with a Bachelor's degree from an accredited college or university in the fields of business, public administration, criminal justice, finance, economics or closely related field;

- Completion of the Institute for Court Management (CMP) certificate program; or,
- Completion of the Institute for Court Management Fellows Program.

Highly Desirable:

Graduation from an accredited four-year college or university with a major in business, public administration or closely related field; completion of the Institute for Court Management Court Management Program (CMP); completion of the Institute for Court Management Fellows Program; management or supervisory experience with any Superior Court of California.

**Resumes will not be accepted in lieu of the required application and supplemental application.**

**Human Resources** will review **applications** to identify candidates who meet the minimum qualifications, therefore, it is to your benefit to include all pertinent work experience. When listing court experience, please include dates and classification of each position held, if more than one.

Selection Process

1. **Applications** will be reviewed to identify candidates who meet the minimum qualifications and/or desirables. Only those who meet the minimum qualifications and desirables (if applicable) will proceed to the next step in the recruitment **process**.
2. Candidates' supplemental question responses may be evaluated and ranked. Depending on the number of **applications**, assessments and/or screening interviews may be conducted.
3. Candidates who are successful in step 2 will be placed on the eligible list and may be considered for interview. *Placement on the eligible list does not guarantee an interview or employment.*

All candidates will be notified via email of their status at each step of the **process**. Additional steps in selection **process** will include background check and a reference check.

**REASONABLE ACCOMMODATIONS:**

The Superior Court of California, County of San Bernardino is committed to providing reasonable accommodation to applicants as required by the Americans with Disabilities Act (ADA) and the Fair Employment and Housing Act (FEHA). Qualified individuals with disabilities who need a reasonable accommodation during the application or selection **process** may contact the **Human Resources** Office at (909) 521-3700 or via email at [careers@sb-court.org](mailto:careers@sb-court.org). Individuals with hearing and/or speech impairments may also contact the recruiter for this position **th**rough the use of the California Relay Service by dialing 711.

## Physical Characteristics

The physical and mental demands described on the [job description](#) are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**The Superior Court of California, County of San Bernardino is an Equal Opportunity Employer- M/F/D/V.**

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### Agency

San Bernardino Superior Court

### Address

247 W. Third St., First Floor

San Bernardino, California, 92415-0312

### Phone

909-521-3700

### Website

<http://www.sb-court.org/careers>

## DEPUTY DIRECTOR OF OPERATIONS Supplemental Questionnaire

### \*QUESTION 1

The information you provide on this questionnaire will be used to assess your relevant education and experience in a competitive evaluation of qualifications. Be as specific as possible and include all information requested. It is to your advantage to provide complete, organized, and detailed responses to each question. (Do not refer to a resume or other documentation.) If you do not have experience in an area, please answer "N/A". Following an administrative review of each application and supplemental questionnaire, only the most qualified candidates will be invited to an oral interview.

I understand the instructions above and certify that all statements made in this supplemental application are true and complete to the best of my knowledge.

### \*QUESTION 2

In detail, describe your experience and education that provides you with a working knowledge of the Superior Court and the justice system in general.

**\*QUESTION 3**

In detail, describe your experience and accomplishment in supervision and leadership. Include information such as the number and level(s) of subordinate staff team members, assignment of work, completion of performance evaluations, training, coaching/mentoring, disciplinary actions, progressive discipline, and grievance procedures.

**\*QUESTION 4**

In detail, describe your accomplishments and experience in conferring with judicial leadership, judicial officers, executive leadership, and management regarding operational concerns and recommended changes in policies and procedures.

**\*QUESTION 5**

In detail, explain your management philosophy and approach to motivating staff, developing positive customer relations, and resolving difficult personnel matters.

**\*QUESTION 6**

In reviewing the duties listed in this job announcement, identify both the specific duties you are most prepared to perform and the specific duties you are least prepared to perform.

**\*QUESTION 7**

In detail, please describe your experience leading a team through significant organizational procedural, program, or system change/implementation. Include a thorough description of the change/situation as well as your role and responsibilities.

\* Required Question