


Maryland Judiciary Job Description

	Official Title	Manager, Court Operations
	Job Code	4135
	Business Title	Manager, Court Operations
	FLSA Status	Exempt

POSITION SUMMARY

This position performs managerial work directing the operations of multiple large work units for a major court program. Employees in this classification serve as the court or program expert on procedural questions, providing interpretation and guidance to employees and the public. This position assigns, directs, and evaluates the work of supervisory and clerical employees engaged in the delivery of direct services to the public. Work is accomplished through subordinate supervisors who oversee sections or units performing specialized functions. Employees in this classification receive limited supervision from the Administrative Head or their designee.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

- Directs, coordinates, and manages supervisors, leads, and staff to ensure completion of work efficiently, accurately, and according to guidelines.
- Provides and ensures documentation and feedback is given to employees regarding assignments, work performance, attendance, conduct, and disciplinary actions.
- Participates in employment interviews and the selection process, as well as the imposition of corrective disciplinary actions for employees.
- Serves as a court or program expert on procedural questions providing interpretation and guidance to employees, attorneys, and the public.
- Participates in the review and analysis of changes in the Maryland Rules of Procedure, the Maryland Code, and Court policies, as well as other decisions affecting the office.
- Generates annual reports and provides findings and analysis to senior management, as required.
- Monitors and prepares all cases that are appealed to the Appellate Court of Maryland or the Supreme Court of Maryland, as required.
- Makes recommendations, improvements, and modifications to procedures and systems to improve processing time, accuracy, and efficiency.
- Retrieves information and prepares a variety of management reports.
- Assesses and resolves problems, issues, and conflicts in collaboration with subordinate supervisors.

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- Prepares correspondence on a variety of court-related matters.
- Acts as system liaison with JIS, as required.

MINIMUM QUALIFICATIONS

Education and Experience

- Associate degree from an accredited college or university.
- Six (6) years of work experience in court operations in a trial or appellate court in the United States, or in the fields of criminal justice, parole and probation, or legal or financial services, to include four (4) years of the aforementioned court experience.
- The required experience also must include three (3) years supervising court staff (or a combination of two (2) years of supervisory experience, plus one (1) year of lead experience specifically within court operations).

Note:

- A Bachelor's degree may be substituted for two (2) years of the required work experience.
- Additional court work experience, as defined above, may be substituted on a year for year basis for up to two (2) years of the required education.
- Successful completion of the Court Supervisor/Manager Certificate Program may be substituted for one (1) year of the required education.
- Successful completion of the Institute of Court Management Certification Program may be substituted for the Associate degree requirement.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Maryland court policies and procedures, state and federal laws, and the required forms for the various types of court cases, and the implication each of these may have on the accounting operations of the court.
- Maryland Judiciary Human Resources policies and procedures.
- Maryland court electronic filing, case management, and data systems.
- Appeal practices and procedures.
- The principles of office management and supervision.

Skill in:

- Oral and written communication.
- Guiding employees in demanding situations.
- Interpersonal communication and interactions.
- Problem solving, prioritizing, scheduling, and decision making.
- Collaborative leadership.
- Analyzing information, problems, situations, practices, and procedures.

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Ability to:

- Communicate clearly, tactfully, and effectively with judges, the public, police agencies, attorneys, and other court officials and personnel, both orally and in writing.
- Conduct research on, and problem solve for, complex issues, concerns, or challenging situations that may often arise.
- Apply job-related terminology, policies, procedures, regulations, and laws to define problems, collect and record data, establish facts, appropriately complete forms, and provide information to customers.
- Plan, organize, assign, coordinate, supervise, and evaluate the work of a large staff performing diverse functions.
- Resolve unusual and/or complex situations in accordance with established procedures or assist staff in resolving cases requiring deviation from standard procedures.
- Recommend modifications to improve procedures and practices.
- Identify and adapt rapidly to departmental needs and to reallocate staff and resources to meet work requirements.
- Resolve workplace disputes and motivate subordinates.

SUPERVISORY RESPONSIBILITIES

This position has formal supervisory responsibilities over other employees.

PHYSICAL DEMANDS

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Upon request, reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

This position involves *sedentary* work, exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. Sedentary work involves sitting most of the time; walking and standing are required only occasionally.

WORKING CONDITIONS

The work environment and exposures described herein are representative of those an employee encounters while performing the essential functions of this job. Upon request, reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

This position works in an office or similar indoor environment and is not substantially exposed to adverse environmental conditions. The employee may encounter or interact with individuals with known criminal or mental health backgrounds.

Maryland Judiciary is an Equal Opportunity Employer.

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Dates revised:	February 2020; October 2020; January 2024