

ARIZONA SUPERIOR COURT IN PIMA COUNTY

Job Description

Job Title: Case Management Special Coordinator
Job Code: 8053
Pay Grade: 39
FLSA Status: Non-Exempt



PURPOSE OF CLASSIFICATION:

This is a full-time, temporary position to provide administrative and project work assistance to the Director of Case Management Services. Provide assistance to current operational functions of the division, including case flow management and calendar processes. Provide assistance regarding the Agave project, including the development of procedures, training and implementation.

ESSENTIAL FUNCTIONS:

- Problem-solves issues relating to calendaring and case flow management.
- Problem-solves issues regarding data entry discrepancies between Cactis and Agave case management systems and reviews reports for quality assurance.
- Monitors and addresses Cactis/Agave data entry discrepancies with staff to ensure quality assurance.
- Assists with the development and implementation of department policies and procedures, gains employee input, and provides employee training on new processes.
- Assists in gathering and maintaining accurate statistical information and creating periodic reports for court administration.
- Conducts special projects, studies and surveys of division procedures, statistical data gathering, and may enlist other staff members to assist with the projects.
- Acts on behalf of the director, in her absence, addressing calendaring issues, resolving operational issues, attending meetings, and responding to requests from court management, judicial staff and the public.

ADDITIONAL RESPONSIBILITIES/DUTIES

- Provides information regarding calendar services records of court activities to government agencies and the public upon requests.
- Represents the division and the court in a professional manner as the division representative at meetings, to court administration, judges, coworkers, and the public.
- Performs related duties and projects as necessary.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Must have a strong working knowledge of the procedures and practices of calendaring and case flow management.
- Must have thorough knowledge of Cactis and strong working knowledge of Agave case management systems.
- Must have a general knowledge of the operation and procedures of the court and the justice system.
- Must have the skills to operate a desktop computer and work with Microsoft Office software (Outlook, Excel), spreadsheets and databases.
- Must have the ability to plan, organize, and coordinate support functions in an office setting, supervise, train and evaluate staff, and establish effective methods of unit communications.
- Must have the ability to communicate effectively with diverse groups of people. Must have the ability to prepare/write reports and summaries of work activities and statistical information.
- Must have the ability to work with and maintain the confidentiality of court related information.

MINIMUM REQUIREMENTS:

A High School diploma or equivalent GED Certificate and four years of progressive case management and/or administrative support work experience in a professional office setting. Or, any equivalent amount of experience, training, and/or education approved by Human Resources.

Preference may be given to candidates with a minimum of one year of experience in a lead or supervisory position.

LICENSES AND CERTIFICATES:

None required.

PHYSICAL DEMANDS/WORKING CONDITIONS:

Typically performs duties in an office environment and may lift materials and/or equipment 20 lbs or less.

DISTINGUISHING CHARACTERISTICS:

This is a classified position that reports to the Director of Case Management Services. The incumbent performs duties under general supervision and has the responsibilities to oversee and coordinate the completion of work and meeting deadlines for the calendar services staff regarding the implementation of Agave and related matters.

Date: 10/15/07

Revised: